

Deputy Retail Manager

Role Profile

Pay Grade:	3
Responsible to:	Retail Manager
Responsible for:	<i>Direct Line Management</i> • Retail Supervisors • Retail Assistants <i>Supervision</i> • Casual Staff (up to 25)

Main Duties of the Role

Operational Management & Oversight

- Work with the Retail Manager to source suppliers, seek best practices and drive sustainability across the retail outlets
- Ensure consistently high levels of customer service are delivered
- Lead the daily retail operations and act as Duty Manager on a rota basis
- Develop effective working relationships with suppliers to ensure we can deliver what our members want
- Build strong working relationships with other SUSU departments, feeding back opportunities for improvements and celebrating successes
- Use data to identify areas for improvement and work with the Retail Manager and wider team to implement them
- Ensure the highest possible standards are met in the retail outlets. This includes, but not limited to, opening hours, seasonal offers, cleanliness, display presentation, food safety, and health & safety requirements
- In an absence of the Retail Manager, be responsible for all day-to-day operations in retail and other elements of the Retail Manager role deemed reasonable by the business
- Ensure staff play a key part in the development of SUSU retail and that student feedback informs decision making
- Identify opportunities to improve stock availability and operational efficiency across multiple sites

People Management and Staff Development

- Manage Retail Supervisors, Retail Assistants and supervise casual staff
- Ensure staff comply with relevant legislation and regulation, notably health and safety, food safety, and licensing regulation
- Plan, deliver and monitor effectiveness of training provision to a level commensurate to their work requirements for direct reports and casual staff team
- Lead on the recruitment of Retail Assistants and casual staff

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- Administer the rotas and ensure that, between core and casual staff, there is always adequate staffing resource to meet operational demand whilst also balancing the costs of staff
- Manage absence and lateness within the team effectively to ensure there is always the required level of staff coverage to deliver our service effectively
- Guide and mentor colleagues to deliver excellent customer service
- Contribute to building a positive team culture

Financial Management and Stock Control

- Accurately process invoices, credits, goods receipts and returns with support from the Retail and Finance Teams, following the correct financial procedures
- Ensure all orders are placed in timely manner and that stock availability is maintained at reasonable levels
- Engage with relevant suppliers and staff to reduce wastage and other stock losses through improved processes and recording
- Work with the relevant colleagues to help ensure EPOS and stock systems are accurate and up to date
- Ensure the Retail Team conduct regular stock counts and/or line checks, and play a leading role in the periodic full store stock takes
- Where required, investigate and resolve stock discrepancies in line with agreed processes
- Ensure that policies are followed, and procedures are completed, to protect the profitability of retail outlets
- Review pricing and product ranges, suggest and implement agreed improvements
- Coordinate stock transfers between outlets

Compliance, Safety and Legal

- Ensure daily checks are completed and reviewed regularly.
- Work with the Retail Manager to introduce new compliance checklists and refine existing ones
- Ensure that all relevant Food Safety and Health & Safety processes are completed fully, accurately, and promptly to guarantee that retail operations are safe and legally compliant
- Work with the Retail Team and Retail Manager to ensure appropriate reporting through the relevant channels. e.g. maintenance, health & safety, security, etc.

Role Expectations

People Management

- Manage your staff team to unlock their full potential, in line with policies and procedures covering the wide range of staff management issues, including recruitment, induction & probation, personal development, performance management, disciplinary & grievance, holidays and absence management
- Undertake operational management/supervision of staff and taking the responsibility to allocate routine tasks and rotas, and monitoring progress

Financial Resource Management

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- Responsible for stock valued at approximately £90,000
- Responsible for ordering within agreed limits (up to £10,000 goods for resale)
- Collect, collate and share relevant data to assist with monitoring departmental performance metrics

Management

- Support the implementation of the current approved strategic plan and promoting our core values and organisational priorities through the departmental operational plan
- Ensure SUSU team meets the highest standards of service and is focused on responding to member/customer needs and demands, constantly seeking ways to improve student feedback
- Identify and develop solutions to address operational and situational challenges using rigorous analysis and sound judgement

Contribute to the overall effectiveness of SUSU by

- Developing and maintaining relationships with key internal and external stakeholders
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Contributing to the positive image of SUSU with students, the University and the local community by working with the team to ensure a full service is always delivered, providing cover as necessary
- Ensuring that all statutory and legal obligations are met
- Promoting SUSU's various policies and commitments within your work, in particular Health & Safety, Equality, Diversity & Inclusion, and Sustainability
- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Completing such other duties as may be reasonably prescribed by SUSU, appropriate to the grade and responsibilities of the post

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Person Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and to identify any training and development needs once in post.

Assessed at: Application / Interview / Task or Presentation

KEY REQUIREMENTS	A	I	T/P
Knowledge/Qualifications			
Food Hygiene Level 3 (or commitment to completion once in post)	✓		
Knowledge of the financial aspects of retail administration		✓	✓
Confident user of Microsoft Office 365 applications, electronic Point of Sale (EPOS) systems, and ability to learn new systems	✓	✓	
Experience			
Demonstrable retail management experience preferably in a supermarket/ fast moving consumer goods environment	✓	✓	✓
Experience of using safety management systems and complying with relevant health & safety procedures	✓	✓	
Experience in managing and supervising staff, including rota creation	✓	✓	
Experience of loss reduction and stock management		✓	✓
Experience of managing stock holding and orders (up to £10,000)	✓	✓	✓
Skills			
Strong organisational and problem-solving skills		✓	✓
Excellent communication skills, with the ability to relate to and communicate effectively with people at all levels		✓	✓
Analytical skills with the ability to interpret data and identify improvement opportunities		✓	✓
An eye for detail and thorough working methods to ensure the highest standards are constantly maintained and delivered		✓	✓