**MANNIN RETAIL**

**Senior Retail Operations Manager**

**Role Profile**

**JOB FAMILY: HR CODE:**

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| **STRUCTURE** | **LINE MANAGEMENT RESPONSIBILITIES** |
| This role is located in the Isle of Man and forms part of the Operations team reporting to the Managing Director.  The Managing Director will appraise the quality of work produced and/or performed by the incumbent. | General Managers (Stores and Post Offices) |

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| **MISSION & PURPOSE** |
| The mission and purpose of the Senior Operations Manager role is to maximise sales and profit growth for Mannin Retail stores and Post Office operations, through; leading, coaching and inspiring each Store Manager to consistently deliver operational excellence and to build motivated and high performing teams through effective leadership and line management. To contribute to the development, implementation, monitoring and review of a business strategy; including trading and investment that maximises the retail net profit by driving sales and controlling costs. |

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| **KEY RESPONSIBILITIES & DELIVERABLES** |
| * Support GM’s with P&L reviews, highlighting areas of success and areas for development, implementing and managing development plans; * Understands Stock Control systems and processes and would have overall accountability of leakage and stock valuation management. * Maximise sales and control all financial KPI’s in line with budgeted expectations * To have a business strategy plan for all stores to ensure improvement and growth. * Carry out structured store visits to improve standards across the store in all areas of the retail environment. * Ensure GM’s are conversant with all operating systems and procedures within the business. * Reviewing our stores to ensure our store Brand quality and execution is within brand guidelines. * Review and report all store KPI’s, review all stores KPI’s daily and track any environmental or seasonal impacts. * Analyse current financial performance and position taking into consideration any relevant external/internal factors; generate relevant reports and provide guidance to the business on their positive/negative impact * Loss prevention of company, stock money and other assets. * Reviewing Category sales, implementing change of category lines and range to react to current customer shopping trends. * Plan and implement store refit and new store openings from start to finish. Review the investment plans and execution of refurbishment with the head office team while taking the lead to implement actions. * Introduce industry standards to ensure best practice and improved performance. * Assist Managing Director and Finance Director with annual budget setting * Deliver and measure customer surveys and customer loyalty programmes; * Identify, build and implement a “high performance culture” amongst staff through leadership, effective inductions, performance management, communication and coaching; * Work with Store Managers recruitment and resourcing as necessary; * Work with HR on succession plans and talent “pipelines”; * Identify training needs, undertake training needs analyses, and devise T&D plans; Manage seasonal events ensuring that stores have implemented seasonal activities in time to maximise sales and profits. * Conduct periodical store performance reviews with all stores and have a plan in place to stretch or improve stores performance. * Build relationships with our stores freight service, ensuring clear communication and effective, reactive response to any delivery impacts to stores. * Ensure maintenance providers deliver a good and timely service to our stores with maintence issues having little to no impact to our customers. * Maintain and improve store range and availability through coaching the store management. * Ensure that Leakage routines are carried out efficiently in stores and accurately. Manage and review stocktaking process quarterly. * Build relationships with all suppliers ensuring we are getting the best possible value and service in our stores, meeting with suppliers and reviewing supplier contracts ensuring that we have the right products at the most competitive price whilst maintaining a good profit margin. * Working with the People development manager on our stores people training plan whilst ensuring execution of planned training in stores. * First point of contact for customer complaints; undertake investigations and provide resolutions. Create a customer complaint data base and log all complaints and outcomes and generate monthly reports detailing metrics. * Ensure compliance of store routines including: * Designated officials; * Banned Persons; * Fire logs; * Licences; * Food safety training and qualifications. * Environmental Health Issues * Health & Safety |

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| **SKILLS COMPLEXITY AND CREATIVITY** | **Essential** | **Desirable** |
| * Able to translate strategies into effective operational activities; | ✓ |  |
| * Commercially sound with a good understanding of p&l accounting and the influence of operating factors on business performance | ✓ |  |
| * Excellent communication skills (verbal & written to include report writing and group presentations) | ✓ |  |
| * Able to motivate, lead and empower others to achieve operational goals with high levels of performance | ✓ |  |
| * Demonstrable skills in successful budget and financial management | ✓ |  |
| * Experience of working is a fast paced environment with changing priorities | ✓ |  |
| * Able to handle difficult situations involving employee relationships and to solve problems in creative, practical ways; | ✓ |  |
| * Able to take a broad-based view of issues and events and possesses an understanding of their longer-term impact or wider implications; | ✓ |  |
| * Able to establish and maintain positive working relations internally and externally to achieve strategic goals and objectives; | ✓ |  |
| * Able to step outside normal job description as required and be comfortable doing this to deliver the required service to the business; | ✓ |  |
| * Competent user of MS office – notably PowerPoint and Excel. | ✓ |  |

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| **EXPERIENCE, EDUCATION, TYPICALLY** | **Essential** | **Desirable** |
| Holder of a full/clean driving licence; | ✓ |  |
| * At least 3-5 years in a similar customer service led operational role, , gained in a retail related/FMCG background, preferably across a multi-site operation | ✓ |  |
| * Up to date knowledge of retail statutory requirements (i.e. fire, police, food and safety); |  | ✓ |

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All Mannin Retail people are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Company and to add value.

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| **Date prepared:** |  | |
| **Agreed by:** | **Incumbent** | **Manager** |
| **Review date:** |  | |