



Role Profile

Job Title: Retail / Operations Deputy Manager	Role Profile Number: OPN101
Grade: N	Date Prepared: May 2021
Directorate/Group: Enterprise Works ASC	Reporting to: EW Operations Manager

Job Purpose

- To support the EW Operations Manager in the delivery of customer driven, operationally efficient multi-channel retail and timber workshop operations to both external and internal customers.
- Take responsibility for all day to day retail and timber workshop operations and oversee the Community Meals service
- To be responsible for ongoing training and development of individuals within both retail and timber workshop operations that benefits future career opportunities
- To create, oversee and continuously develop the new Mentor roles for supported learning functions across EW
- Be a nominated key-holder for Enterprise Works responsible for opening/closing of the unit should this be required

Key Accountabilities

- Daily management of the retail operations team taking full accountability for the Home Delivery, Order&Collect and Park'&Pick operations on a daily basis to deliver exceptional service at all times to the customer
- Daily management of the timber workshop operations team to ensure timely and quality assured manufacture of timber products
- Daily management of the Community Meals operation working closely with the Team Leader to ensure a customer focussed meals service is delivered at all times
- Implement new communications channels that ensure team members are fully briefed as to priority tasks and completion timescales and to take ownership and support Supervisors for all individual HR related matters
- Create and maintain daily staffing rotas that support business needs over a 7 day working week and across all multi-channel services
- Work alongside the EW Operations Manager to maintain an accurate, measured and relevant stock-file inventories in line with sales demand that identifies best-selling lines and removal of

slow / non sellers

- Strive to continuously identify new ways to enhance operations and drive efficiencies of work across Retail Operations and Supported Learning
- Assist the EW Operations Manager in the development and future growth of online platforms to drive sales and promote social media awareness of the EW retail brand
- Ensure GDPR and PCI compliance, along with SBC financial regulations and other relevant policies
- Put in place robust preventative measures to protect physical stocks and work with the EW Operations Manager to create a comprehensive Risk Management dashboard

Supplementary Accountabilities

- In accordance with the provisions of the Health and Safety at Work Act 1974, take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council, so far as is necessary, to enable the Council to perform or comply with its duties under any statutory health and safety provisions
- Ensure all mandatory and non-mandatory training are both identified and attended by all individuals
- Effectively deal with and resolve customer complaints
- Comply at all times with the SBC Code Of Conduct
- Work alongside our social media partners to enhance our platforms performances

Knowledge & Experience

- Team management and development
- Service Delivery
- Retail multi-channel experience preferred
- Logistics and route planner experience
- Customer focussed environment and interaction with the public
- Ability to take the initiative and decision make
- Be flexible and adaptable to business needs
- PC literate with Word, Excel and basic IT skills
- Passion to mentor, train and support individuals

Qualifications

- A full clean driving licence
- A Level or equivalent grade
- NEBOSH
- IBOSH

Decision Making

- Assess, Understand and Action - able to make stand alone decisions that have direct positive impact for Operations

- Ability to deputize for the Operations Manager and attend Senior Management meetings in their absence

Creativity and Innovation

- Adaptable to changes within a fast paced production line environment
- A retail vision that puts the customer at the forefront
- Reacting to trends and brand awareness

<p><u>Job Scope</u></p> <p>Number and types of jobs managed Daily Supervision and task allocation of staff Inventory Management Ongoing training and development for individuals PDP's, RTW's and HR Disciplinary, Grievance Procs</p> <p>Typical tasks supervised/allocated to others Multi-Channel retail duties, stock replenishment, order management, EW daily housekeeping cleanliness</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility</p>	<p>No</p> <p>Mobile Phone Laptop</p>
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Contacts and Relationships

- Daily liaison with external and internal customers
- Build new relationships with customers and suppliers that benefit both parties
- Liaison with SBC management in the absence of EW Operations Manager
- Daily interaction with appointed supported learning representative

Other Key Features of the role

- Daily customer interaction both face to face and via telephone
- Working outside as well as inside of the unit in most weather conditions
- Manual Handling

Employee Signature:	Print Name:
Date:	

Line Managers Signature:

Print Name:

Date: