

Retail Operations Manager – Food Division

Tamworth Co-operative is a successful Independent regional Co-op formed in 1886 and has interests in Food retailing, Funeral Services and Property Investments. The Food Division has 12 convenience stores operating in Staffordshire, North Warwickshire and South Derbyshire. Tamworth Co-op is a member of the national FRTS buying group which Co-op Group and all other Independent Co-ops use for wholesale purchasing of goods.

Due to internal progression we have an exciting opportunity within the society and we are looking for a Retail Operations Manager for our Food Division. The Retail Operations Manager will be responsible for and will oversee the day to day running of all the Society Food stores including a small central support and administration team for the division. They will be the first point of contact for the Food Division with both internal and external stakeholders. The Operations manager will work closely with the CEO and develop the Food Division strategy to ensure that all financial targets are achieved and that new opportunities and continual improvements are explored and that we continue to deliver the highest possible standards.

This is a wide ranging role and critically important for the society, the applicant would need to have a dynamic and hands on approach and demonstrate excellent Leadership and communication skills. They will also have a passion for working in a fast paced retail environment with a good attention to detail. The applicant will need to be self-motivated with the drive to continue to take the business forwards.

Key Responsibilities;

Oversee all retail operations for the Food Division stores and including a small central support and administration team.

Responsibility towards attainment of budgeted profitability for the division.

Have a clear view of the business requirements and defining key growth retail areas and new opportunities to target and develop systems to monitor and improve the overall performance for the division.

Ensure we are operating to the highest possible standards at all times and look for continual improvements.

Monitoring and understanding ranging, pricing, promotion and our store format requirements and making recommendations for positive growth opportunities.

Careful control of all costs and expenses for the division and good overall cost awareness.

Ensuring full compliance in all systems and processes including all internal processes, Health & Safety, Food Safety and current retail legislation.

Liaising and maintaining relationships with key suppliers and be the society representative at certain FRTS buying group meetings.

Hold Store Manager briefing meetings periodically across each year and provide weekly summary updates.

Overseeing Store Re-fits, alterations and new stores.

Develop Store Managers, Supervisors and colleagues to the highest standards.

Recommending and driving positive change and improvements throughout the Food business Including but not limited to; Processes, Procedures, Systems and use of Technology, Ranging, Pricing and promotions, Marketing, E-Commerce and Q-Commerce.

Involvement in investigations and disciplinary matters.

Hold annual appraisals with Store Managers / Food Ops support colleagues.

Attend Health & Safety Committee Meetings.

Person Specification

Essential (E) / Desirable (D)

A minimum of 3 years' experience in a senior retail management position and experience managing multiple stores in a fast paced environment. (E)

Demonstrate excellent commercial acumen and able to understand P&Ls, pricing, margins and expenses (E)

Proven strong leadership skills with high levels of assertiveness and the ability to motivate and lead a team. (E)

Proven ability to evaluate, assess and develop strategy to increase performance levels and drive positive change (E)

Able to evidence experience where your input has led to significant improvements in operations and efficiencies (E)

Evidenced experience of Retail Systems, Health & Safety, Food Safety, and current retail trading legislation (E)

Must be able to self-motivate and work under own esteem but to also form strong and professional working relationships with all other stakeholders within the organisation. (E)

You will be analytical, with a good attention to detail and possess the ability to understand, interpret and present data (D)

Must be excellent in communication, planning, organisation and be solution orientated (E)

You will be organised, flexible, motivated and a hard-working leader with a passion for convenience retail (E)

Energetic and enthusiastic with a can do attitude (E)

Excellent research and negotiation skills (D)

Proficient in MS office applications (E)

Qualification to at least level 5 (D)

Full Driving License (E)

Salary - £55,000 pa + Car allowance.

Full time role - based in Tamworth – no opportunity to Work from Home

Staff Discount Scheme once probationary period is completed.

A contributory auto-enrolment pension scheme is in place.

To apply please send your application form and CV to Julie.gasper@tamworth.coop

Applications close on 16th February 2024