Vacancy

Retail Operations and Development Manager

Across Lincolnshire and Nottinghamshire Regions

Help us give every dog the home they deserve

Jerry Green Dog Rescue is looking for a Retail Operations and Development Manager. This is an exciting opportunity to combine your retail skills with a real purpose – raising vital funds to help rescue, support, and rehome dogs in need.

The Operations and Development Manager is responsible for ensuring that Jerry Green Dog Rescue's retail operation is commercially effective, well managed and delivers the strongest possible sustainable net contribution to the charity.

The role combines **strategy, commercial performance, operational leadership and business development**. It will lead an established physical retail portfolio of approximately 11 shops, with a strong focus on improving shop performance, controlling costs and ensuring consistent standards, while developing new and lower-risk opportunities for income growth.

The role's dual priorities are to **optimise the existing operation and develop evidence-led opportunities for future growth**, including e-commerce and other new retail propositions.

The postholder will bring strong commercial judgement, using financial and performance information to identify opportunities, address underperformance and ensure that resources are deployed effectively.

Benefits include

- 33 days' annual leave
- Employee Assistance Programme
- Discounts through Bright HR, Charity Workers and Give As You Live platforms
- Paid sick leave (dependent on time of service)
- NEST pension

To apply please go to the vacancy page on our website and upload your CV and cover letter.

Closing date: Monday 30th November – 5pm

Interview date: Monday 14th December

Shortlisted candidates only will be contacted after this date.

JOB DESCRIPTION

Job Title:	Retail Operations and Development Manager
Hours:	35 hours per week (to include some Saturdays and Bank Holidays)
Salary:	£40,000 per annum
Team:	Retail
Location:	Across the Lincolnshire and Nottinghamshire regions
Line Manager Job Title:	Chief Executive Officer
Direct Reports:	TBC but currently 11 shop managers and 2 cross-site supervisors

Role Purpose:

The Operations and Development Manager is responsible for ensuring that Jerry Green Dog Rescue's retail operation is commercially effective, well managed and delivers the strongest possible sustainable net contribution to the charity.

Key Relationships:

Internal Contacts

1. Chief Executive Officer
2. Shop Managers and Cross-site Supervisors
3. Team members and Colleagues

External contacts

1. Customers, Donors and Supporters
2. Local Community and Networks

Key Outputs & Tasks:

Commercial and Financial Performance:

- Take responsibility for driving the financial performance and net contribution of the retail operation.
- Develop the retail strategy and lead its implementation into operational delivery.
- Work closely with Finance to set realistic budgets, income targets and performance measures.
- Develop the shop-level and function-level metrics in consultation with CEO. Monitor shop and estate-level performance closely, identifying trends, risks and opportunities. Adjust the strategy and planning accordingly.
- Ensure timely corrective action where performance is below expectation.
- Support the shop teams to understand and improve the commercial drivers of their performance.
- Maintain a strong focus on both income generation and careful cost control.
- Ensure that decisions are driven by sustainable net contribution rather than turnover or growth alone.
- Produce clear, concise retail performance information and recommendations for senior management.
- Contribute to the organisation's annual planning and budgeting processes, leading for retail.

Leadership of the retail operation:

- Provide clear leadership and direction for the retail function.
- Manage and support the shop teams and ensure clear accountability for each team member.
- Ensure shop managers receive effective operational support, coaching and challenge.
- Develop, with associates, the training plan for the retail team.

- Work with People to develop the retail People Strategy including around training, succession planning, and culture. Lead the embedding of the Jerry Green values and the implementation of the Jerry Green People and Culture Strategy within retail.
- Establish clear expectations for performance, standards and management practice.
- Ensure effective communication across a geographically dispersed retail operation.
- Work with the People team to address recruitment, performance, capability, wellbeing and other people matters appropriately.
- Promote a positive, respectful and accountable culture across the retail operation that lives our values of kindness, compassion, purposefulness and honesty.

Operational Excellence:

- Ensure effective and consistent operating standards across the shop estate.
- Oversee the development and application of appropriate retail policies, processes and controls.
- Ensure effective approaches to stock acquisition, processing, allocation, rotation and disposal.
- Maximise appropriate use of Gift Aid and other established retail income opportunities.
- Work collaboratively with colleagues responsible for property, facilities and health and safety to ensure retail premises are safe, compliant and appropriately maintained.
- Ensure appropriate retail systems and management information are used effectively.
- Identify unnecessary complexity, duplication and inefficient activity and simplify operations wherever possible.
- Ensure appropriate contingency and management cover arrangements are in place.

Performance improvement and portfolio management:

- Maintain a clear understanding of the performance, potential and risks of each shop.
- Develop and implement improvement plans where shops are not achieving satisfactory performance.
- Identify successful practice and ensure it is shared and replicated appropriately across the estate.
- Evaluate the continuing viability of individual locations using financial, operational and strategic evidence.
- Develop recommendations about investment, relocation, lease decisions or closure where appropriate into a clear retail strategy and make recommendations to CEO and SLT on tis.
- Lead the operational implementation of shop openings, relocations or closures where these are approved.
- Ensure portfolio decisions reflect both commercial evidence and the charity's wider objectives and reputation.

E-commerce and business development:

- Lead the development of e-commerce as a potential additional income stream for JGDR.
- Identify new retail or trading opportunities and develop robust business cases for investment.
- Identify and test new income-generating opportunities that complement the existing shop estate.
- Develop opportunities incrementally, with clear measures of success and appropriate review and stop points.
- Ensure proposals properly assess investment, staffing, operational requirements, risk and expected return.
- Monitor developments in charity retail, consumer behaviour and relevant resale markets and identify implications for JGDR.
- Build appropriate external relationships and networks to bring learning and good practice into the organisation.

Future retail development:

- Contribute retail expertise to the future development of JGDR's income-generation strategy.

- Assess potential new physical retail opportunities where there is a compelling evidence-based case and it can be achieved with time-limited exposure to expenditure.
- Ensure any recommendation for future expansion has a credible route to sustainable net contribution.
- Favour approaches which limit upfront investment and long-term financial exposure where possible.
- Ensure growth can be achieved within an affordable management and operating model.
- Avoid growth for growth's sake: recommendations should be based on financial sustainability and contribution to the charity.

Cross-organisational working:

- Work closely with Finance on budgeting, management information and commercial performance.
- Work with the People team on recruitment, employee relations, organisational development and training.
- Work with Marketing and Fundraising to ensure retail contributes appropriately to JGDR's brand, supporter relationships and wider income-generation objectives.
- Work with Volunteering colleagues to support effective recruitment, engagement and retention of retail volunteers.
- Contribute positively to wider organisational priorities and change programmes.

Governance, compliance and risk:

- Ensure the retail operation meets relevant legal, regulatory and organisational requirements.
- Manage (with the Logistics Manager) the property, facilities and health and safety on the effective management of retail premises fulfilling all lease obligations. Work with Finance to understand the financial implications of the estate.
- Maintain appropriate operational and financial controls and proactively prevent fraud.
- Identify and manage both operational and strategic risks in retail proactively.
- Ensure concerns are escalated appropriately and promptly.
- Provide clear information and advice to senior management to support effective decision-making.
- Ensure approved decisions are implemented and their impact evaluated.

Essential Knowledge, Skills, and Experience:

Essential:

The successful candidate will have:

- substantial experience of managing a multi-site retail operation or a closely comparable commercial operation;
- a strong track record of improving commercial performance and profitability/net contribution;
- experience of managing managers and enabling others to deliver strong results;
- experience of using financial and performance information to make commercial decisions;
- experience of identifying poor performance and implementing effective remedial action;
- experience of budgeting, forecasting and cost control;
- experience of introducing or improving operational systems, processes and standards;
- experience of working across organisational functions to deliver results; and
- experience of leading change in a practical operational environment.

Desirable:

It would be advantageous to have:

- charity retail experience;

- experience of e-commerce or online retail;
- experience of opening, closing or relocating retail premises;
- experience of managing volunteers alongside paid employees;
- knowledge of charity retail Gift Aid;
- experience of developing new commercial propositions or income streams;
- experience of property or lease considerations within a retail environment; and
- experience of working within a charity or other purpose-led organisation.

Knowledge and skills:
The successful candidate will be able to demonstrate:

- **Commercial judgement:** A strong grasp of the drivers of retail profitability and the ability to distinguish between activity, turnover and genuine sustainable contribution.
- **Financial literacy:** Confidence interpreting management accounts, budgets and performance information and translating these into practical operational action.
- **Analytical capability:** An ability to identify patterns, challenge assumptions and reach sound decisions from imperfect information.
- **Operational leadership:** The ability to establish effective standards and processes without creating unnecessary bureaucracy.
- **People leadership:** The ability to set clear expectations, coach and challenge managers, handle difficult conversations and create accountability while maintaining positive working relationships.
- **Business development:** The ability to identify opportunities, evaluate their potential and translate promising ideas into proportionate, testable business propositions.
- **Communication and influence:** The ability to communicate clearly with shop employees, volunteers, colleagues and senior leaders and to explain commercial information simply.
- **Prioritisation:** The ability to operate effectively across a geographically dispersed business, balancing immediate operational demands with longer-term improvement and development.

Personal attributes:
We are looking for someone who is:

- **commercially minded**, motivated by generating sustainable income for charitable impact;
- **pragmatic**, able to move easily between strategic thinking and hands-on problem solving;
- **evidence-led**, willing to test assumptions and change direction when evidence demands it;
- **curious and entrepreneurial**, constantly looking for better ways to generate value;
- **decisive**, comfortable addressing underperformance rather than allowing problems to drift;
- **collaborative**, recognising that retail performance depends on strong relationships across the organisation;
- **resilient and adaptable**, comfortable operating through organisational and commercial change;
- **people focused**, able to engage employees and volunteers while maintaining appropriate accountability; and
- strongly aligned with the **values of Jerry Green Dog Rescue**.

Other requirements:
The post will require:

- flexibility to respond to the operational requirements of a retail business;

- occasional working outside normal office hours where operational circumstances require it; and
- ability and willingness to drive regularly between organisational locations, as regular travel between JGDR shops and other locations driving is an intrinsic part of the role. A full UK driving licence appropriate to the requirements of the role will therefore normally be required, subject to consideration of reasonable adjustments where applicable.

How you'll work in line with our Values:
Jerry Green Dog Rescue upholds the organisational Values of Kindness, Compassion, Honesty & Purposefulness in all our work.

Key measures of success:
The postholder's objectives would include measures covering: • estate-wide net contribution; • performance against agreed retail budget; • performance improvement within individual shops; • effective management of controllable costs; • delivery of agreed e-commerce/business development milestones; • effective management of stock, Gift Aid and operational standards; • employee and volunteer capacity and stability; • effective management of any agreed shop closures, relocations or openings; • retail culture that matches JGDR's values and our aspiration for great customer experience; and • quality and timeliness of management information and corrective action.

Date Job Description Prepared:	November 2026
This job description is intended to provide a general overview of the requirements of the role. It is not a contractual document and does not form part of any contract of employment. The duties and responsibilities outlined may be subject to change at any time to meet the needs of the organisation.	