**Job Description Template: Head of Retail Operations**

Position: Head of Retail Operations  
Location: [City], [Region]  
Position Type: Full-time  
Department: Retail  
Reports to: [Name/Role]

**About Us**

[Company Name] is a leading retail brand dedicated to [briefly describe your company's mission or vision]. Renowned for delivering exceptional products and services, we are seeking an accomplished and strategic Head of Retail Operations to lead and optimise our retail footprint.

**About the Role**

As the Head of Retail Operations at [Company Name], you will play a pivotal role in shaping and executing the overall strategy for our retail locations. You will lead a team of regional managers, ensuring operational excellence, and driving the success of our retail stores.

**Key Responsibilities:**

* Develop and execute strategic plans for retail operations to align with overall business objectives.
* Lead and mentor a team of regional managers, providing guidance and support to achieve operational goals.
* Collaborate with cross-functional teams to ensure the integration of retail strategies with other business functions.
* Monitor and analyse key performance indicators (KPIs) to assess the performance of individual stores and the overall retail operation.
* Drive initiatives to improve sales performance, reduce costs, and enhance operational efficiency.
* Conduct regular store visits to assess operations, provide feedback, and identify areas for improvement.
* Work closely with the Director of Operations to communicate region-specific needs and contribute to the overall business strategy.
* Participate in the recruitment, training, and development of regional managers and other operational staff.
* Oversee inventory management, merchandising strategies, and address any operational challenges.
* Ensure compliance with health and safety regulations, industry standards, and company policies.
* Analyse market trends, customer behaviour, and competitor activities to identify opportunities for growth.

**Qualifications and Skills**

* Proven experience in a senior retail management role, preferably as a Head of Retail Operations.
* Strong leadership and team management skills.
* Excellent communication and interpersonal abilities.
* Familiarity with retail operations, including inventory management, sales strategies, and customer service.
* Ability to work collaboratively with cross-functional teams.
* Strong analytical and problem-solving skills.

**Person Specification**

We are seeking a dynamic and results-oriented individual with a passion for leadership and operational excellence. The ideal candidate will possess the following attributes:

* Leadership: Proven ability to lead and inspire teams across multiple locations.
* Communication: Excellent verbal and written communication skills.
* Team Collaboration: Ability to work well in a team and contribute to a positive work environment.
* Adaptability: Flexibility to adapt to changing priorities and operational requirements.

**What's in It for You**

* Competitive salary and benefits package.
* Access to [specific perks, training, or additional benefits your company provides].
* Opportunities for professional development and career advancement within a reputable retail brand.
* A positive and collaborative work environment.

Joining [Company Name] as the Head of Retail Operations means being a key player in shaping the success of our retail division. We offer competitive compensation, opportunities for career growth, and a supportive work environment where your contributions are valued and recognized.

*Customise this template to fit your specific company details and requirements.*