

<b>Job Title</b>	<b>Retail Manager</b>	<b>Function/Region</b>	Retail
<b>Reports to</b>	Centre Manager	<b>Band</b>	4
<b>Location</b>	West Midlands		

### Our Mission

'To create the finest retail experiences.'

### Our Purpose

'Making the extraordinary possible'

### Purpose

The Retail Manager delivers the Centre's retail strategy by driving commercial performance, enhancing operational excellence, and strengthening Brand Partnerships. Success comes through combining data-led insights with strategic collaboration to maximise turnover, rental income, and long-term centre value. As a key member of the Centre Management Team, the Retail Manager plays a pivotal leadership role: building trusted relationships with brand partners, inspiring high performance, and driving collaboration across the business.

### Responsibilities

#### Retail Strategy & Brand Performance

- Build and maintain strong, influential relationships with Brand Partners to drive sales, profitability, and exceptional customer experience.
- Analyse retail and financial performance against KPIs and budgets, using data insights to identify opportunities and implement improvement actions and leveraging all available Retail tools.
- Lead regional relationships with brands under management, ensuring alignment on commercial priorities.
- Promote Brand Partner support initiatives, including recruitment, retail academy and recognition.
- Drive income through targeted opportunities and commercialisation
- Monitor retail trends, competitor activity, and market developments to inform strategic decisions.

#### Cross-Functional Collaboration

- Work closely with **Leasing** to inform brand mix decisions and support centre-level leasing strategy.
- Collaborate with **Marketing** on trading calendars, promotions, and omnichannel activations to drive engagement and footfall.
- Share best practices across the McArthurGlen network and contribute to **Group Retail** initiatives and projects, and, if applicable, participate as a project Champion.
- Partner with **Brand Development** to support brand management, unlock the growth of the Group's core Brands, and provide support to underperforming brands.
- Work with **external stakeholders** and **Facilities** in evaluating Brand projects and their compliance with ESG standards.

#### Operational Excellence

- Support smooth daily operations and carry out Duty Management responsibilities (including evening and weekends on a rota basis).
- Ensure full compliance with company policies, health and safety standards, and McArthurGlen ESG strategy.

### People

- Take ownership of personal development to improve individual and team performance and capability continuously.
- Play an active role within the Centre Leadership Team, role modelling our success framework and values.

## Skills

### Communication & Influence

- Communicates with clarity and confidence, tailoring messages to suit different audiences.
- Achieves outcomes through negotiation, influence, persuasion, and collaboration.
- Fluency in English and the country language, written and spoken, is essential.

### Collaboration & Stakeholder Partnership

- Builds strong, trusted partnerships across teams and with Brand Partners.
- Works collaboratively across functions to achieve shared goals and alignment.

### Commercial Acumen

- Uses data and KPIs to inform decisions and improve results, supported by strong MS Office 365 skills.
- Anticipates challenges, identifies problems, and delivers practical, results-focused solutions.

### Organisation & Delivery

- Manages multiple demands effectively to meet goals and deadlines.
- Seeks creative, efficient ways to improve processes and performance.

### Leadership & Growth Mindset

- Motivates and empowers others, role modelling inclusive and high-performing behaviours.
- Supports own and team growth through feedback, mentoring, and continuous learning.
- Thrives in a dynamic retail environment, staying calm and solutions-focused through change.
- Demonstrates strong emotional intelligence, adaptability, and self-awareness, while showing agility and openness to feedback in diverse situations.

## Background

We are open to people who bring new thinking and varied experience; however, the following would be our ideal background:

- Previous retail experience in a multi-site or multi-brand organisation, gained at Area Manager level or above
- Educated to degree level or equivalent experience

## Success framework

Our success is built on people who **make it happen, achieve more together,** and **grow with impact.**

### **McArthurGlen, an extraordinary experience for everyone.**

At McArthurGlen we value the diversity of our people.  
We celebrate difference and believe that everyone is extraordinary.  
We are committed to building a culture where our opinions and contributions are listened to and respected, and anyone can be themselves.  
We learn and grow together; we all belong.