



Retail workforce
trends in 2023:
how to survive
and thrive

roubler.

The top retail workforce trends we expect to see

What does 2023 hold for retailers and their workforce?

Retailers have it rough at the moment - market volatility, labor pressures, supply chain constraints and pressure to deliver best prices in the most convenient way possible.

Through it all, the industry has managed to sustain itself and remain agile to these compounding changes. So, how can retailers sustain the resilience of the last few years to better navigate the headwinds they face in 2023?

In order to keep up with changing customer behaviours and changes in the labour market, retailers need to remain agile and evolve. This means developing and investing in certain key aspects of their business.

In 2023, retailers are making efforts to shift towards highly efficient, streamlined business models that are more forward-thinking than ever.

This means leveraging the power and potential of technology to provide customers with new and exciting ways to browse, buy and save and to provide employees with everything they need to thrive in the workplace.

Thankfully, Roubler's all-in-one workforce management provides the clarity businesses need to understand costs, make informed decisions and ultimately drive efficiencies.

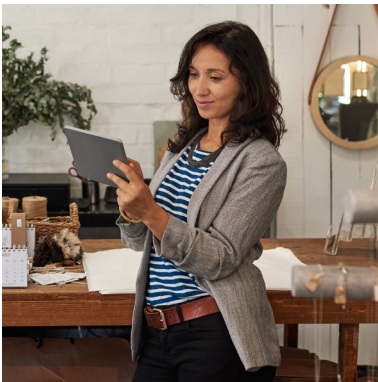


Tailored customer experiences

Retailers have long focused on perfecting the customer experience and in 2023, we'll see a shift towards consumers wanting and expecting their own personalised experiences.

Tailoring the customer experience means utilising data for insights into how you can best cater to the individual needs of your customers.

What does this mean for retailers looking to implement personalised experience? Investing in technology that provides the right amount of data and intelligence will be essential.



Improved employee experiences

Is your team engaged and focused? Are they willing to put in the extra effort needed to help your business succeed?

Employees can become apathetic if they don't feel engaged and don't particularly enjoy the job they are doing.

After everything they have experienced over the past few years it's little wonder many are demanding more from their employer.

Despite this, many businesses still underestimate the power of effective communication in boosting morale and galvanising workforces to achieve their best.



Efficient cost control measures

The rising cost of talent retention and economic factors such as inflation are not only hindering many retailers' ability to scale and grow, but also lead to more cost-conscious shoppers.

There's demand to focus on transforming operations, reducing costs and driving efficiencies to meet consumer expectations of affordable products.

Many are investing in tech to automate process and operations, helping streamline the store experience and optimise labour costs.



Sophisticated automation and data

Manual processes are well outdated in the retail industry, with customers expecting more for less, quicker.

While keeping up with the pace of technology in retail can seem daunting, the benefits of automation and data will affect nearly every aspect of your business.

With solutions available on the market such as AI rostering, workforce business intelligence and automated employee onboarding, it's no wonder retailers will see a major uptake in automation in 2023.

Providing the ultimate employee experience

Effective communication is an essential ingredient for helping employees maintain their passion for their job. Workforce management software plays a key role in helping them feel engaged, informed and equipped for the task at hand.

Think employee-first

Employees are the lifeblood of your business: research shows that companies with a compelling employee experience are more likely to perform better financially.

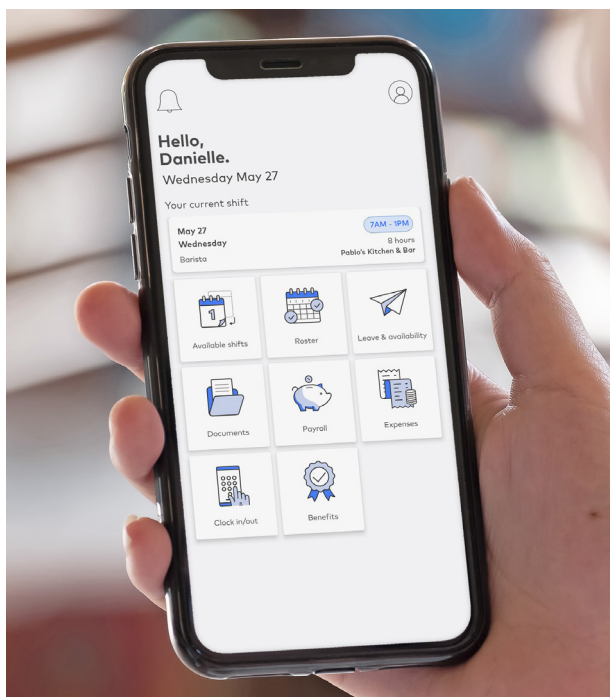
For this reason, forward-thinking employers are investing in technology to enhance the employee experience and empower staff to do their job.

Being equipped with the right tools can positively shape the way staff feel about their employer, and their willingness to go above and beyond.

Keep staff in the loop

Employees want to feel connected and in the know. There's nothing worse than feeling like your employer has left you in the dark about a new policy or failed to provide the information you need to do your job.

Workforce management software gives employees access to up-to-date information in one place, enabling swift and effective communication.



Why a mobile app is a critical tool for employee engagement

Mobile apps play a key role in helping us stay organised. From online banking to ordering groceries to booking a ride, we rely on technology help us get through the day-to-day.

Employees expect the same level of convenience when it comes their work life. This is why a mobile app – or at the very least online access – is a critical part of workforce management.

This is particularly important in sectors like retail and hospitality where people are typically on the floor away from a computer.

Innovative technology designed for the retail industry

Employees across the entire business should be empowered with seamless systems that enable them to complete their work as easily as possible.

Whether it's a team leader building a roster, a general manager identifying ways create efficiencies across locations, or a payroll team member producing a pay slip, the more automated the solution, the better.

AI auto rostering

Enabling managers to easily create cost-effective rosters and communicate them at the click of a button is a fundamental requirement for any shift-based workforce.

With AI auto rostering, managers no longer have to spend hours creating rosters, and can schedule an entire workforce with just one click.

Not only will an effective rostering system save leaders time, it can also ensure each location is not over- or under-resourced in line with forecast foot traffic.

Compliance

During onboarding, managers can mandate that new employees in certain positions or locations supply specific documentation or qualifications.

These requirements synchronise through to the rota process and will block any employee from working a shift unless they meet the requirements. As a result, it helps you avoid instances of non-compliance from day one.

Real-time labour efficiency

Ballooning labour costs can significantly hamper profitability. It is often difficult to gauge how much a roster will cost on any given day, particularly when overtime and other allowances are a factor.

Labour efficiency features enable real-time business intelligence and workforce analytics – providing full oversight of labour efficiency, and budget vs spend and sales – helping leaders make informed decisions when choosing who to roster on.

Time and attendance

Many businesses still rely on excel or paper timesheets, or are burdened by a separate time and attendance system that does not "talk" to payroll.

Workforce management software allows real-time data to travel between employees clocking in and out, the software platform, management, and payroll – meaning after shift approval, payments can be processed in a timely and accurate manner.

Hygiene and safety

It goes without saying that employees' health and safety is paramount, but it can be difficult to maintain stringent hygiene standards in a busy workplace.

Features such as staff vaccination records, mobile clock-in, contact tracing reports, health check questionnaires and staff vaccination records all help prevent the spread.

Roubler + Nottingham Ice Centre Ltd success story



Nottingham Ice Centre has cut payroll admin and benefited from accurate labour efficiency data, with Roubler's all-in-one workforce management system.

With five venues across the UK, the Nottingham Ice Centre Ltd needed workforce management software to streamline processes and enable data visibility. Roubler has provided deeper insights into workforce costings and labour forecasting, while significantly reducing the time spent on admin and payroll.

With no centralised system in place, workforce management was a constant challenge for the Nottingham Ice Centre Ltd team. Frustrated with inefficient systems and processes, the team turned to Roubler to help them create efficiencies across the business.

The positive impact was immediate. Streamlined processes, built-in expense claims and smart scheduling alleviated the administrative burden – with payroll taking two days, rather than the best part of a week to complete.

The intuitive and user-friendly interface provides a convenient way for staff to view upcoming shifts as soon as they are published, as well as ensuring they have access to pay slips, availability and policies.

With Roubler, the Nottingham Ice Centre Ltd team gained new visibility over event costings. Being able to see forecast versus actual spend was incredibly powerful, enabling better forward-planning while also helping the team adapt as last-minute changes arise.

The mobile app also makes communication with staff more efficient – enabling flexibility as staffing requirements fluctuate and change.



Workforce management for retailers

Roubler is a unique workforce management solution trusted by businesses all over the world.

We'll help you to onboard, schedule, manage and pay your staff, all while providing data clarity and real-time analytics across every aspect of your workforce.

We bring you true peace of mind with Roubler's always-on compliance and risk management tools.

By harnessing the latest AI, machine learning and automation we are providing a new depth of insight and intelligence, and shaping the workforces of tomorrow.

Want to find out more?

Call us on +61 1300 833 137
or email info@roubler.com



Onboard

Automate employee onboarding and go paperless.



Roster

Create efficient rosters with a single click.



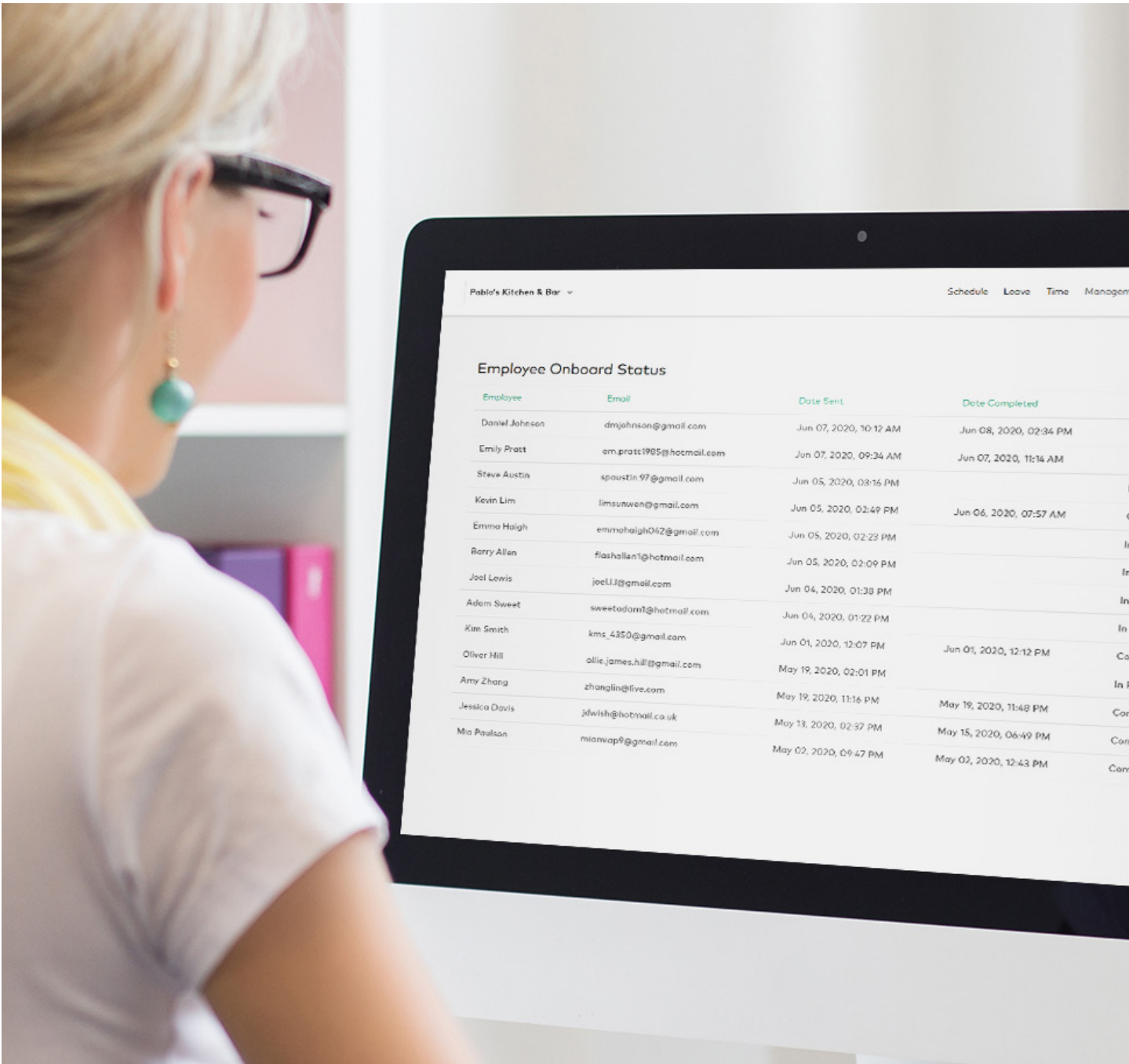
Manage

Manage employees seamlessly at every stage.



Pay

Enjoy peace of mind with built-in compliance.



Pablo's Kitchen & Bar

Schedule Leave Time Management

Employee Onboard Status

Employee	Email	Date Sent	Date Completed
Daniel Johnson	dmjohnson@gmail.com	Jun 07, 2020, 10:12 AM	Jun 08, 2020, 02:34 PM
Emily Pratt	em.pratt1985@hotmail.com	Jun 07, 2020, 09:34 AM	Jun 07, 2020, 11:14 AM
Steve Austin	spaustin97@gmail.com	Jun 05, 2020, 03:16 PM	
Kevin Lim	limsunwen@gmail.com	Jun 05, 2020, 02:49 PM	Jun 06, 2020, 07:57 AM
Emma Haigh	emmahaigh042@gmail.com	Jun 05, 2020, 02:23 PM	
Barry Allan	flashallan1@hotmail.com	Jun 05, 2020, 02:09 PM	
Joel Lewis	joelLJ@gmail.com	Jun 04, 2020, 01:38 PM	
Adam Sweet	sweetadam1@hotmail.com	Jun 04, 2020, 01:22 PM	
Kim Smith	kms_4350@gmail.com	Jun 01, 2020, 12:07 PM	
Oliver Hill	ollie.james.hill@gmail.com	May 19, 2020, 02:01 PM	Jun 01, 2020, 12:12 PM
Amy Zhang	zhanglin@live.com	May 19, 2020, 11:16 PM	
Jessica Davis	jdwlsh@hotmail.co.uk	May 18, 2020, 02:37 PM	May 19, 2020, 11:48 PM
Mia Paulson	miamiap9@gmail.com	May 02, 2020, 09:47 PM	May 15, 2020, 06:49 PM
			May 02, 2020, 12:43 PM

Find out more

Want to learn more about creating cost efficiencies?

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