

Job Details

Job Title: Retail Support Manager

Job Reports to: Head of Retail

Direct Reports: There is no direct responsibility for managing staff, but the Retail Support Manager will work closely with Shop Managers, Assistant Managers and Retail staff and volunteers.

Job Purpose:

The primary function of the Retail Support Manager is to provide operational support to the Florence Nightingale Hospice Charity Retail Team.

The Retail Support Manager will also undertake project work to assist the Head of Retail and support Retail Managers, and will support the acquisition and delivery of new shop openings.

Key Accountabilities

Leadership and Management

- Together with the Head of Retail, create a supportive working culture to assist the retention and engagement of staff and volunteers.
- Maintain regular contact with Retail Managers, giving hands-on support and guidance as required helping them to manage effectively and drive performance.
- Work with the Head of Retail to identify and prioritise training and support needs of the Retail team, developing and delivering training, guidelines and support to ensure compliance and best practice in all areas of the Retail operation.
- Support the induction and training of Retail staff members and volunteers in all aspects of shop operations.
- Lead and inspire staff and volunteers to operate and demonstrate FNHC values of Professional, Caring and Committed, to all customers, supporters and colleagues.
- Work with the HR and Voluntary Services team to support on Retail recruitment when required.

Operational

- Work with the Head of Retail to plan projects within Retail, managing each project to agreed objectives and timescales.
- Provide administrative support for the Retail operation, including collating financial information and rota management.
- Work with the Head of Retail and Retail colleagues to develop written guidance to support Retail Managers to run their shops safely, effectively and in line with agreed procedures.
- Manage the allocation and delivery of Christmas Cards to shops, Fundraising, the Hospice,

Online and Mail Order.

- Manage the receipt, dispatch and stock management of New Goods to shops, the Hospice and Online.
- Manage FNHC shops when required to do so.
- Demonstrate and implement all policies, procedures and operating practices in line with FNHC guidelines.

Safeguarding

- Implement policies and procedures to safeguard the health & safety and interests of all Retail staff, volunteers, customers and donors, and ensure checks and audits are carried out on a regular basis.
- Ensure that Retail operations comply with all relevant regulatory and legislative requirements, providing training and guidance to Retail Managers as required.
- Safeguard the Charity's reputation and integrity through an awareness and understanding of FNHC brand.

Business Development

- Work with the Head of Retail in the identification and delivery of Retail projects to support the growth of the Retail operation.
- Work with the Head of Retail in the search for and acquisition of new shop sites, and project manage the delivery of each new shop through to opening day.
- Assist the Retail Managers to identify and implement improvements to systems and practices in their shops to improve the working environment, efficiency and drive performance.
- Support the Retail Managers to maximise income through various streams including donated and new goods sales, Gift Aid and Hospice Lottery ticket sales.
- To seek and continuously develop knowledge of competitor activity and local market conditions, with the purpose of making appropriate and innovative recommendations.
- Complete reports and statistical analysis as required by the Head of Retail, CEO or Retail Board.

Communications

- Maintain regular effective communications with Retail Managers and the Head of Retail.
- Give feedback to Retail Managers in a positive and supportive manner, and where issues arise, work with them to find workable and sustainable solutions.
- Demonstrate excellent customer and donor service, and promote with Retail Managers and volunteers.
- Report to the Head of Retail, CEO and Retail Board as required on progress on the development of Retail projects.

- At all times, represent FNHC in a professional manner that engenders trust and loyalty, making the most of any appropriate opportunity to maximize awareness of the Charity.

General

- Deputise for Head of Retail as required.
- Be willing to work additional hours and perform additional duties as and when required. This may include providing shop cover, working in any of the FNHC retail outlets, or from Head Office, and at events.
- Attend conferences, meetings and training sessions as required.
- Undertake other duties within and for the Charity as required.

Additional Information

This job description will be reviewed as part of the post holder's annual appraisal and is not intended to be a complete list of responsibilities. To meet the ever changing needs of the Charity you may be required to perform other duties within your capacity and competence.

Job Experience, Skills & Qualifications

Experience and Knowledge

- A passion for charity retail.
- Demonstrable experience of leading charity retail teams, ideally on a multi-site basis.
- Proven experience of exceeding revenue and profit targets and driving significant income generation in a charity retail environment.
- Experience of building and maintaining exceptional relationships with a variety of stakeholders.
- A demonstrable ability to identify the income potential of charity retail outlets, and the working knowledge to how to achieve income potential.
- An enthusiasm for working with donated product, and expert donated product knowledge to maximise sales potential.
- Proven experience of managing a team to include recruitment, training and development, as well as motivating a team to achieve objectives and targets.
- Experience and enthusiasm for working with and leading teams of volunteers.
- Experience in supporting the acquisition and opening of new charity shops.
- Experience of managing projects, ideally within a charity retail environment.
- Experience of creating written guidance and implementing policies and procedures.
- Experience of financial controls and retail cash reconciliation.
- Good level of education including literacy, numeracy and IT skills.

Skills and Abilities

- Strong leadership skills with the ability and enthusiasm to motivate a team to be the best they can be.
- Exceptional verbal and written communication skills.
- Strong negotiation, influencing and diplomacy skills, with the ability to build and maintain effective and supportive working relationships.
- Ability and enthusiasm for developing and delivering training, equipping teams to grow and succeed.
- Demonstrable project management skills – able to effectively plan and manage projects, ensuring timely and effective delivery.
- Expert organisational skills with the ability to work under pressure and to deadlines, completing projects and tasks to a consistently high standard.
- Self-motivated, with the ability to work independently and as part of a collaborative team.
- Happy to take a proactive and positive approach to changing business needs, and ability to lead others through change.
- Demonstrable commitment, enthusiasm and high energy levels.
- A caring and empathetic approach, being non-judgemental about working with people of all abilities.
- Excellent up-to-date and all round IT Skills to include highly proficient use of the internet, EPOS systems, Microsoft Office and databases.

Other

- The role will involve significant amounts of manual handling, so a good level of physical fitness is essential.
- The role requires a large amount of travel around the Shops and surrounding areas, so a full clean UK driving licence and the use of a car is essential.
- Some weekend and evening work will be required.