

ST ANDREW'S HOSPICE **JOB DESCRIPTION**

Job title : Retail Operations Manager
Department : Retail
Reports to / Line Manager : Head of Retail
Pay Range : F

Purpose of Job

- To be a key member of the retail management team
- To have accountability for the operations in all the retail shops and all the staff and volunteers within those shop
- To achieve set targets to maximise the financial contribution to the Hospice
- To ensure all shop managers comply with all Health and safety legislation and hospice policies and procedures
- To manage the performance of the shop managers to achieve key performance measures
- To manage and resolve day to day operational issues
- To maintain good relations with the local community in order to enhance the profile and good name of the Hospice
- To support the Head of Retail to move the retail operation forward and achieve the business objectives and strategic goals

Main responsibilities

Communication & Management

- To manage the shops and tea bars ensuring financial and operational targets are met
- To drive sales to meet and exceed targets.
- Coach and develop shop managers to reach the highest merchandising and shop standards
- Interview, train, induct and manage effectively all shop managers
- Communicate regularly with shop managers to ensure they are fully informed about the Retail and Hospice activities and maintain a good team spirit
- Liaise closely with the Head of Retail and Retail Compliance manager to ensure collaborative team working
- Support the Head of Retail and Retail Compliance manager to open new shops on time, within budget and then achieve the first year business case
- Role model exceptional customer service in our shops and instill a service culture amongst our shops managers, staff and volunteers
- Research, analyse and structure business proposals to ensure that the hospice retail operation is driven forward and that all shops are on a journey of continual improvement

- Share excellent standards, results and best practice amongst the shop managers and retail leadership team to ensure a culture of learning and development is present
- Celebrate success and inspire and motivate our shop management team
- Ensure you build and maintain an effective local network to generate stock and donations

Financial

- To ensure the shops meet their agreed sales targets
- Analyse and feedback to the Head of Retail current sales performance and trends with suggestions to improve performance
- To ensure the shops keep within their set expenditure budgets
- To ensure the shops generate budgeted profit
- To ensure the shops achieve their target Gift aid conversion rate
- To ensure the shops achieve an overall “green” performance on the dashboard
- To ensure the shops are open during set trading hours.
- To monitor and check security of stock and cash on the premises and to report any shortfalls to the Head of Retail
- To ensure that all records and administrative paperwork are completed and delivered within set timescales

Health and Safety

- To ensure all employees and volunteers work within the prescribed policies and procedures
- To manage the performance of shop managers when it has been highlighted by the Retail Compliance Manager that there has been a non-conformance of safe and legal issues

Marketing

- Working with the HR team, support shop managers to actively recruit volunteers from the local area, to maintain a full rota of volunteers
- Raise awareness of the Hospice and its facilities in the local community.
- To deliver excellent standards of merchandising and good housekeeping in every shop
- To assess and feedback to the Head of Retail the right marketing strategy for each shop to enable it to effectively compete in its local market
- Recording and evaluating commercial impact of merchandising decisions.
- To ensure the highest standards of customer care and service are demonstrated in every shop
- Ensure donations are sorted effectively and distributed to the right shops to gain the best prices for the least distribution cost and to maximize profit contribution to the Hospice
- Work with the fundraising team to identify and action opportunities for pop up shops and additional sales opportunities

Additional Requirements

- The post holder will be a key manager within the retail organisation, having an overall overview of all aspects of retail matters for the Hospice.
- To cover the Head of Retail role during periods of absence

Management of People

Direct: All Shop Managers.

Indirect: Retail Drivers and Volunteers

Contacts & Relationships

To act as a point of reference for Hospice managers and staff for departmental queries

To liaise with the HR department to ensure compliance with agreed policies and procedures relating to recruitment, induction and support of all shop managers and volunteers

To continually improve systems of communication within the Hospice, by means of personal contact, written communications and meetings.

Resources

Not Applicable

Person Specification

Qualifications

Essential

GCSE grade C or above in English and Mathematics or equivalent

A full driving licence

Desirable

NVQ level 2 in retail or equivalent

Experience

Experience in a multi-site retail management position

Possess appropriate professional experience.

Knowledge/Skills

Retail operational and management problem solving and systems monitoring

Good understanding of profit and loss accounts

Qualities

To act as a change agent

Ability to maintain excellent rapport with colleagues, donors and volunteers

To demonstrate a calm and logical approach to problem solving

To consistently demonstrate a dedicated approach to the quality of customer service and team-working

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee’s duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....
Received by.....
Name (Print).....