

Job Description



Job Title:	Head of Retail
Reports to:	Director of Income Generation
Location:	Bury Hospice
Purpose of Role:	<p>Manage and lead all Retail operations, maximizing income from donated and bought-in goods through innovative initiatives, overseeing a team of paid and voluntary staff of 450 .</p> <p>To promote a positive image of Bury Hospice through the retail outlets and develop the potential of a future ambassadorial role for the retail outlets in respect of positively representing and raising awareness of Bury Hospice in their local community.</p>
Hours:	37.5 hours per week – it is expected that work will sometimes be required outside normal working hours. However, time off in lieu is offered in accordance with the policies and procedures around working additional hours.
Salary:	£40,000 - £42,000 (dependent on experience)

About the role

Reporting to the Director of Income Generation, the Head of Retail role will lead the delivery of the board approved ambitious retail strategy. This role will manage our growing team of Retail Managers ensuring that our retail offering stands out from other Organisations. As well as driving the strategy the role will be responsible for the retail Operational delivery across all sites, meeting retail sales and profitability targets and ensuring a consistently high level of customer service and donor experience.

Key Job specifics and responsibilities

Develop and deliver the Charity's Retail Strategy through successful management of key resources such as Retail Managers, Larger Store Managers, and other key personnel.

- Translate strategic goals into operational plans to achieve required levels within sales and profits.

- Ensure the retail operation complies with all the Charity's policies and procedures, including those relating to security, Health and Safety and Statutory requirements, ensuring minimum risk to staff members and the business.
- Lead by example and inspire the Retail Team to achieve the shop targets.
- Oversee recruitment and training of high calibre retail team.
- Work with HR to ensure any people management issues are resolved
- Satisfactorily and relevant HR policies and procedures are adhered to.
- Ensure that staff and volunteers in the retail team are motivated, professional, and well trained in order to maximise the performance of the Charity shops.
- Proactively manage and develop shop managers through regular 121s,

Objective setting and developing individual training plans.

- Ensure adherence to Bury Hospice systems, procedures and

Values

- Proactively manage and review shop performance through key performance indicators, budgets and targets.
- Spend time with key shop teams, customers and donors to understand and identify business critical issues to ensure the alignment to tactics and strategies.
- Take the lead role in building a strong sales management culture.
- Grow the net profit of shops in line with the agreed strategy.
- Oversee transport function of retail to ensure stock is collected and rotated.
- Form links with other Charity shop organisations and share best practice.
- To review, improve and maximise Gift Aid on donated goods.
- Develop plans to create and grow online sales activities, whilst budgeting accordingly to maximise income.
- Manage our retail property portfolio. Ensure that leases on existing shops are handled in a timely and professional manner, and new shops are sourced, negotiated and opened in order to fulfil strategic plans to maximise the trading potential of our catchment area.
- Ensure all new shop proposals meet the required return on sales investment (ROI) prior to submitting any recommendations to the Director of Fundraising.
- Ensure the brand offer and experiences are representative of Bury Hospice's vision.

Regularly produce and present a range of financial and non-financial reports for the Director of Fundraising and the Income Generation Group when required.

- Work closely with finance to achieve retail accountability.
- Update the Retail Operational Framework and report to the Director of Income Generation on a quarterly basis to discuss progress. (Gift Aid, Model Store, IG, Financial Forecast)
- Attend internal/external meetings for training and communication purposes.
- Observe the rules of confidentiality at all times.
- Provide support to key sites and functions in the event of sickness or absence.
- Represent the retail function in internal meetings.

Our Values

To be successful and improve on our already strong foundations, we need to live our values and ensure they are reflected in all we do:



ORGANISATIONAL RESPONSIBILITIES

- To adhere to all Bury Hospice standards, policies and procedures
- To take responsibility for own personal learning and development, and to support the learning and development of others and the organisation as a whole; a commitment to completing all training required and refreshing training as appropriate
- To conduct all work in a manner reflective of the organisational values and behaviours
- To comply with General Data Protection Regulation (GDPR); an understanding of and commitment to the appropriate handling of all confidential data
- To raise and escalate any safeguarding concerns appropriately and in accordance with Bury Hospice's Safeguarding Policy
- To implement Bury Hospice's Health & Safety policy, ensuring all duties are carried out using safe and appropriate working practices in adherence with statutory regulations and guidelines
- To promote awareness of, and respect for, equality and diversity in accordance with Bury Hospice policies and procedures
- To follow Hospice processes in relation to incident reporting with the understanding that this enables continual learning and improvement across all operations
- To protect service users, visitors, employees and volunteers by observing Infection Prevention and Control policies and procedures
- To embrace the organisational culture of volunteering and to understand the responsibilities of all employees in relation to role managing volunteers
- To organise your own work and to ensure that it is accurate, meeting all quality targets and required deadlines

This job description is not exhaustive and serves only to highlight the main requirements of the role. The line manager may stipulate other reasonable requirements; the job description will be reviewed regularly and may be subject to change.

Person Specification



Role: Marketing and Communications Manager

It will be determined whether an applicant meets all of the required criteria from a combination of information provided during the initial application and interview process.

ATTRIBUTES		Essential	Desirable
QUALIFICATIONS	Relevant academic achievement		
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Proven experience of senior retail management, retail business planning & implementation, ideally within a charity. • Experience of providing comprehensive, effective and evidenced business cases, including analysis to support retail growth. • Proven experience of implementing and inspiring excellent standards of customer service in the retail environment. • Demonstrable experience of managing, leading and developing staff and volunteers. • Experience of managing staff issues. • Significant track record of successfully managing a number of retail shops. • Significant track record in significantly Driving sales income and net profit and controlling costs. • Demonstrable experience of identifying and developing successful new Opportunities for growth. • Track record of implementing effective Gift Aid systems in Shop • Experience of working to set policies and procedures, ensuring compliance at all times. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

ATTRIBUTES		Essential	Desirable
SKILLS	<ul style="list-style-type: none"> • Strong & motivational leadership. • Strategy & retail business planning. • Current knowledge of all aspects of retail business, practices, trends and legislation. • Budgeting & financial planning. • IT literate (Word, Excel, Outlook, EPOS systems). • Excellent written & communication Skills • Sound clear decision making. • Excellent organisational and time /Management, able to prioritise and work to deadlines. • Ability to work collaboratively internally and externally • Ability to work autonomously and as an effective member of the Leadership Team. • Able to communicate clearly and assertively with a wide range of people at all levels and with sensitivity when required. • Ability to prioritise effectively and remain calm and focused under pressure. • Can-do attitude, 'hands-on' when needed. • Car owner/driver with business insurance cover - Holds full UK Licence. • May need to address issues arising on Weekends. • Voluntary sector experience 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Passionate about providing an excellent customer experience. • People focused, demonstrating a Supportive approach. • Persuasive. • Honest, reliable and flexible. • Self- motivated, enthusiastic and energetic. 		

PRE-EMPLOYMENT CHECK

Upon offer of employment this post will be subject to satisfactory references and enhanced check with the Disclosure and Barring Service.