

RAINBOWS HOSPICE FOR CHILDREN AND YOUNG PEOPLE JOB DESCRIPTION

Job Title:	Head of Retail
Responsible to:	Director of Supporter Relations
Location:	Combination of Rainbows Offices, home and shops

Job Summary

The prime purpose of the Head of Retail is to provide strategic leadership, planning, communication and overall management of Rainbow`s charity retail and trading operation.

There are 3 key elements to the role

1. Develop the team through an empowering and pro-active culture.
2. Drive the business through innovation, creativity and entrepreneurial outlook.
3. Represent the brand of Rainbows in the community, to raise income and awareness and support the wider organisational goals and fundraising.

At Rainbows we are looking to grow our retail offer both on the high street and on line which will require the appropriate resources, systems, manuals and processes in place to grow income successfully, safely, and in compliance with both the law and best practice.

Key Responsibilities

- Create and develop a retail strategy, gaining input and approval from key stakeholders throughout the process, and regularly checking progress against key milestones.
- To agree budgeted income targets and related operating costs with engagement and input from the shops managers, signed off by the Director of Supporter Relations. To produce a business plan that reflects these targets, and take responsibility for achieving them whilst adhering to Rainbows accounting policies.
- Introduce a shops handbook in conjunction with retail staff and the wider organisational team to agree systems, procedures and minimum standards to ensure that all shops conform and represent Rainbows brand.
- Grow the business through effective planning and preparation of business cases for new shops including developing the eCommerce business.

Strategy

- To contribute to the wider fundraising and organisational strategy
- To grow the net profit of stores in line with the agreed strategy. Provide monthly reports for Director of Supporter Relations and leadership team against progress
- Develop plans with the eCommerce Manager to develop and grow online activity working with Marketing and other online organisations.

- To form links with other charity shop organisations and share best practices, keeping abreast of current fashion and trends.
- To represent Rainbows, including speaking and media engagements.
- To research, evaluate and develop new retail income streams including maximising the potential of Gift Aid on donated goods.
- To ensure that adequate sources of good quality donated stock are researched, developed, and maintained to meet the requirements of the organisation.

Operations

- To oversee the management of transport operations in order to maintain sufficient stock available for all stores and maximise income from recyclables.
- To ensure the correct buying and maintenance of an appropriate range of new goods for sale in the retail shops and the charity ensuring the full potential of these goods is realised.
- To develop, introduce and manage the necessary practices, systems and controls to ensure the operational, financial, administrative, and compliance efficiency of the retail organisation including required reports that help drive the business.
- To ensure that excellent communication mechanisms are in place throughout the retail operation and that appropriate forums are developed for staff and volunteers
- Develop and agree appropriate KPIs for retail with the Director of Supporter Relation's and input from the Retail team ensuring that they are monitored and met.
- To ensure that the shops support the charity's fundraising activities, for example through the use of window displays, flyers, posters, and any lottery/raffle sales.

People

- Annually review all areas of development for managers and volunteers and to implement appropriate training as required.
- To ensure effective implementation of appropriate performance appraisal, disciplinary and grievance procedures for paid staff and effectively managing the complaints procedure.
- To develop and manage recruitment and selection procedures, along with succession planning, to ensure that the retail management team is appropriately skilled and professional.
- Work closely with the Volunteer Co-ordinator to ensure the recruitment, management and development of all retail volunteers. Provide ongoing development and training for Shop Managers in the management of volunteers.
- To develop and implement practices to ensure all paid staff and volunteers are updated on general Charity matters and all Charity staff updated on retail matters.

- To ensure that retail managers meet on a regular basis to share best practice and own progress towards the Fundraising and organisational strategy objectives.

Training and Development

- Use coaching and situational leadership to support and challenge the team to be the best they can be.
- To identify skills gaps and to develop and implement training and other development opportunities to fill those gaps.
- Ensure the quality of customer service within the retail organisation through training and the design and implementation of policies and procedures. Ensure all training is fully budgeted
- To take responsibility for own development leading by example and providing a culture of learning and development in retail.
- To attend staff development programmes, training courses and conferences as deemed necessary alongside compulsory staff meetings.

Property

- To take overall responsibility and decision making on the viability of the new shop openings, and to make decisions on the most appropriate action on poor performing shops
- To plan and to be the decision maker for the existing retail estate including closures, break clauses, and rent reviews supported by Facilities team.
- To undertake a programme of refits to existing shops as required, working with all stakeholders to re-launch the shop effectively and within agreed budgets, supported by Facilities team.
- To report on the above to Director of Supporter Relations in a timely periodic way.

Risk Management

- To ensure that appropriate practices, checks and risk assessments are developed to adhere to Health and Safety, Fire, Trading Standards, DDA and other regulations and legislation through active management.
- Complies with all aspects of the Health and Safety at Work Act 1974 and with the charity current Health and Safety Policies.
- Provide tools and training to empower managers to own risk management in their own shops.

Data Compliance and Confidentiality

- In line with national legislation, and Rainbows policies, must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed

in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies

- To comply with all Rainbows policies and procedures on Data Protection, Confidentiality and Information Security.

Behaviours and Values

- To promote, uphold and demonstrate the Rainbows values of WE CARE
- To work actively and positively as part of the wider hospice team, demonstrating a desire and ability to build relationships with colleagues across all teams
- To be able to manage time and projects effectively and efficiently and respond to shifting priorities and workloads with ease.
- To be proactive in seeking out support and finding new ways to encourage supporters to participate in our activities.
- To act always in a professional manner, respecting the needs of colleagues and co-workers, working collaboratively to ensure a harmonious work environment and following our code of conduct at all times.

Safeguarding Children and Vulnerable Adults

- To comply with Hospice and Leicester City LSCB Policy, Procedures and Practice
- To follow hospice policy regarding the management of safeguarding concerns.
- To access mandatory safeguarding training and demonstrate competence at the required level.

Equality, Diversity and Rights

Rainbows Hospice for Children and Young People is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or belief, age or sexual orientation. Our objective is to deliver high quality services that are accessible, responsive, and appropriate to meet the diverse needs of different groups and individuals. As such, we will continue to take action to ensure that staff and volunteers employed by Rainbows Hospice are culturally aware and treat every person with dignity, respect and fairness, in a way that is sensitively responsive to differences and similarities. Unlawful discrimination and other forms of exclusion have no place within Rainbows Hospice.

Responsibilities;

- To support equality, diversity and rights of all including children, young people and their families, staff and volunteers.
- To actively promote the consultation of children/young people and families and their involvement and participation in decision making.
- To work to the Hospice Equality and Diversity Policy.

Health and Safety

- To carry out duties placed on employees by the Health and Safety at Work Act 1974.
- To comply with Health and Safety Policy.
- To take reasonable care for the Health and Safety of themselves and others whom may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- To not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in the pursuance of any of the relevant statutory provisions.
- To be aware of and adhere to current policies regarding infection control at all times.

General

- To maintain a high standard of personal hygiene and presentation.
- To act at all times in a professional manner, respecting the needs of colleagues and co-operating to maintain a harmonious working environment.

This job description is subject to amendment and may be changed from time to time.