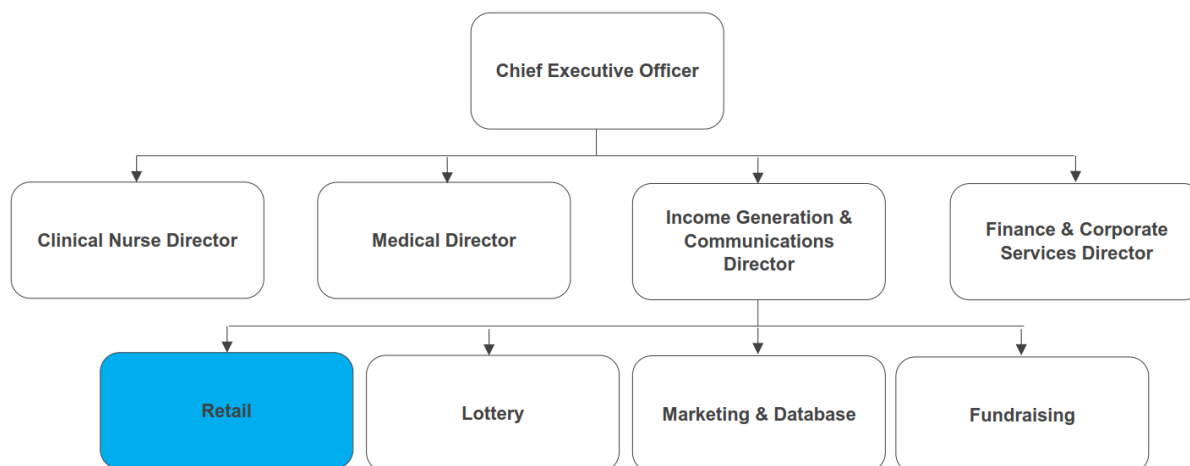


JOB DESCRIPTION

Job Title:	Head of Retail
Department:	Income Generation & Communications
Post Holder:	tbc
Grade:	Admin 5
Reports to:	Income Generation & Communications Director
Direct Reports:	Furniture & Ecommerce Manager, Senior Shops Manager, Café Manager, Retail Administrator
Responsible for:	Retail staff and volunteers

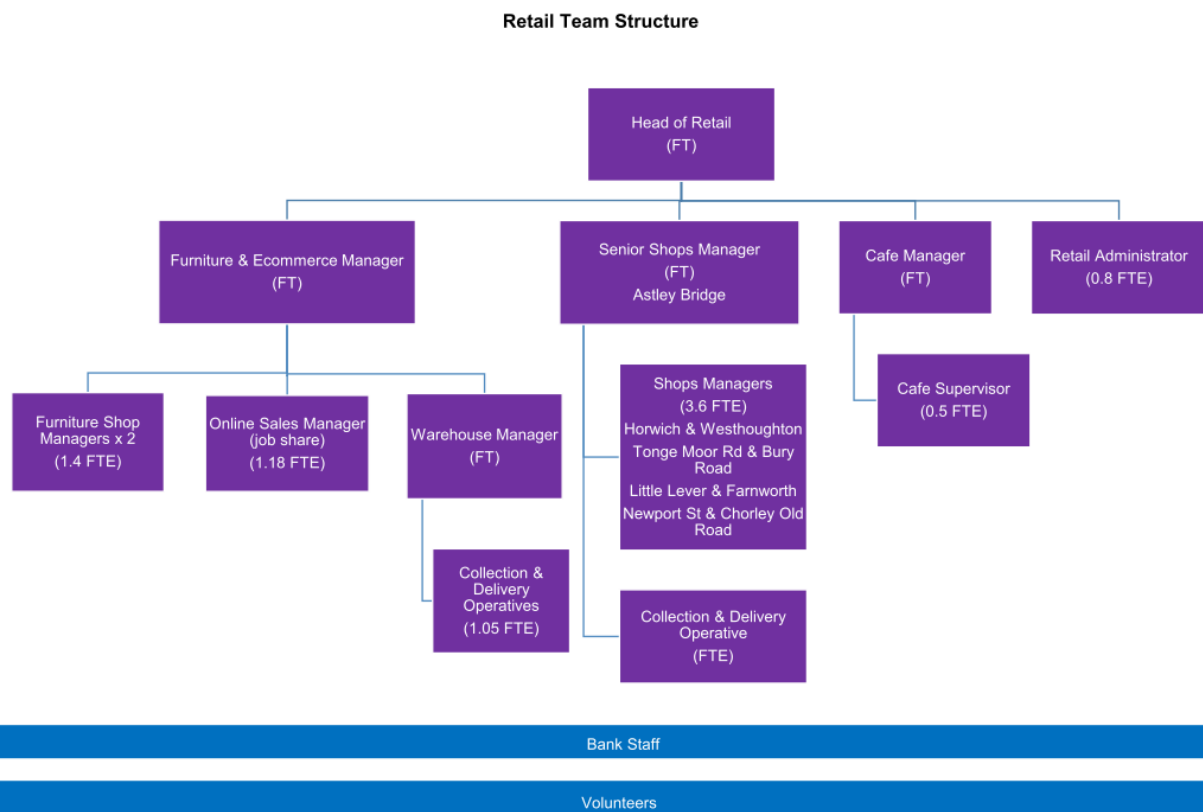
Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	<p>To develop and deliver an agreed retail strategy, through the effective leadership and management of people, resources and budgets.</p> <p>To drive the continued success of the Bolton Hospice retail operation, increasing sales and profits from existing shops and online sales, as well as identifying and opening new shops or other retail opportunities to deliver our strategic ambitions.</p>
Key Working Relationships:	<p>Retail team</p> <p>Income Generation & Communications team</p> <p>Key internal staff members</p> <p>Donors, supporters and volunteers</p> <p>Key external stakeholders, including partners and the media</p> <p>Suppliers</p>

Role Responsibilities:



Strategy & Business Planning

- Work with the Income Generation & Communications Director to develop and deliver the retail strategy, enhancing existing income streams to ensure sustainable income, identifying and developing new retail opportunities to deliver growth in revenue and profit.
- Develop and implement a retail workforce plan to ensure that the present and future needs of the organisation are anticipated and met.
- Develop performance criteria, setting targets and challenging KPI's for all shops and e-commerce, regularly reporting on performance.
- Regularly review the effectiveness of retail operations, recommend and implement changes to maximise profitability.
- Develop an annual business plan and budget in conjunction with the Income Generation & Communications Director.
- Develop and maintain up to date policies and procedures and ensure these are embedded across the retail operation.

Leadership & Management

- Lead and motivate direct reports to ensure they deliver operational excellence through their teams.
- Ensure effective systems are in place for the management of staff, including regular performance reviews, annual appraisal and personal development planning, ensuring a high quality service and achievement of annual work plans.
- Ensure effective systems are in place for recruiting, managing, training, supporting and recognising volunteers.

- Provide regular 1-2-1 supervision with advice and support for direct reports, providing them with effective direction in their activities.
- Hold regular team meetings and promote team building, open and clear communications, co-operation and appropriate networks of support for staff.
- Ensure team members are aware of and understand all relevant legislation.
- Engage and inform retail staff of hospice news and ensure they are fully integrated into the culture of the hospice.
- Model the hospice's values of compassion, respect, professionalism, excellence, inclusivity and collaboration and ensure they are reflected across the retail operation.
- Deputise for the Director of Income Generation & Communications where required.

Retail Operations

- Work closely with direct reports to ensure required standards and procedures are consistently maintained across the retail operation.
- Ensure that excellent customer service standards are achieved and maintained by monitoring customer feedback, ensuring that customer complaints are being dealt with effectively and promptly by the appropriate member of staff and supporting any additional training required in order to deliver an outstanding supporter experience.
- Work with the Furniture & Ecommerce Manager, Senior Shops Manager and Café Manager to lead the management of the network of charity shops and e-commerce and ensure each shop and the e-commerce operation delivers agreed targets.
- Ensure financial control through the monitoring and review of the monthly management accounts to ensure targets are met.
- Co-ordinate and manage the retail property portfolio, including acquisitions, closures, leases, utilities, refurbishments and rent reviews, ensuring an ongoing programme of maintenance, refurbishment and refreshment of existing retail units.
- Manage and develop processes to maximise income from retail gift aid.
- Utilise appropriate software and systems to safely and effectively manage data and for reporting purposes.

Teamwork & Collaboration

- Work with the marketing & database team to ensure that the retail operation benefits from appropriate and effective marketing and data management support.
- Work with members of the fundraising and lottery teams to ensure those areas of income generation are effectively promoted across the retail operation shops and vice versa.
- Attend and contribute to Income Generation & Communications department meetings as required.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.

Governance & Compliance

- Maintain an up to date knowledge of charity law affecting retail and advice on emerging issues.
- Ensure all retail income is raised lawfully, with particular regard to data protection and GDPR legislation, Charity Commission guidance and Fundraising Standards/Charity retail Association codes of practice.

- Ensure compliance with all relevant legislation, including Trading Standards, Health and Safety and fire and building regulations for retail premises, ensuring annual inspections are conducted and training of all staff and volunteers is carried out routinely.

Other

- Maintain an up to date knowledge of the retail market and the activities of other charitable organisations to identify market gaps and new opportunities.
- Participate in activities on behalf of Bolton Hospice, developing networks with other organisations, including hospices and local charities.
- Work within agreed hospice policies, procedures and guidelines.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Director of Income Generation & Communications.

General Responsibilities:

Health and Safety

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder. This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

PERSON SPECIFICATION

Job Title:	Head of Retail
Department:	Income Generation & Communications
Grade:	Admin 5

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	A good standard of numeracy and literacy		Application Form
EXPERIENCE	Significant experience working within a retail management role Demonstrable experience leading, managing and developing staff Proven experience of consistently working to and achieving financial targets Budget management experience Experience of contributing to organisational strategy or business plans	Experience of working within the charity sector Coaching and mentoring experience Experience of managing change Experience of dealing with employee relations issues Experience of recruiting and/or managing volunteers	Application Form Interview
SKILLS	Highly developed interpersonal and relationship-building skills Excellent communication skills, able to communicate effectively at all levels Excellent organisation skills, with the ability to prioritise workload effectively Negotiation and influencing skills	Project management skills Commercial awareness and business planning	Application Form Interview

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<i>KNOWLEDGE</i>	<p>Highly computer literate – Microsoft Office, social media</p> <p>Knowledge of Health and Safety, trading standards, data protection and other legislation relevant to trading activities</p>	<p>Knowledge of the Bolton area</p> <p>Knowledge of fundraising regulation / codes of practice</p> <p>Knowledge of retail gift aid processes</p>	<p>Application Form</p> <p>Interview</p>
<i>PERSONAL ATTRIBUTES</i>	<p>Self-motivated, with a high level of initiative</p> <p>Strong teamwork ethic</p> <p>High professional standards and passionate about excellence</p> <p>Able to effectively manage a workload with multiple complex priorities and meet deadlines</p> <p>Resilient and able to effectively work under pressure</p> <p>Effective problem solver and decision maker</p> <p>A strong commitment to the vision and values of Bolton Hospice</p> <p>Commitment to continuous professional development</p> <p>Willingness to work some evenings and weekends to fulfil the requirements of the post</p> <p>A full driving licence and access to a vehicle insured for business use</p>		<p>Application Form</p> <p>Interview</p>