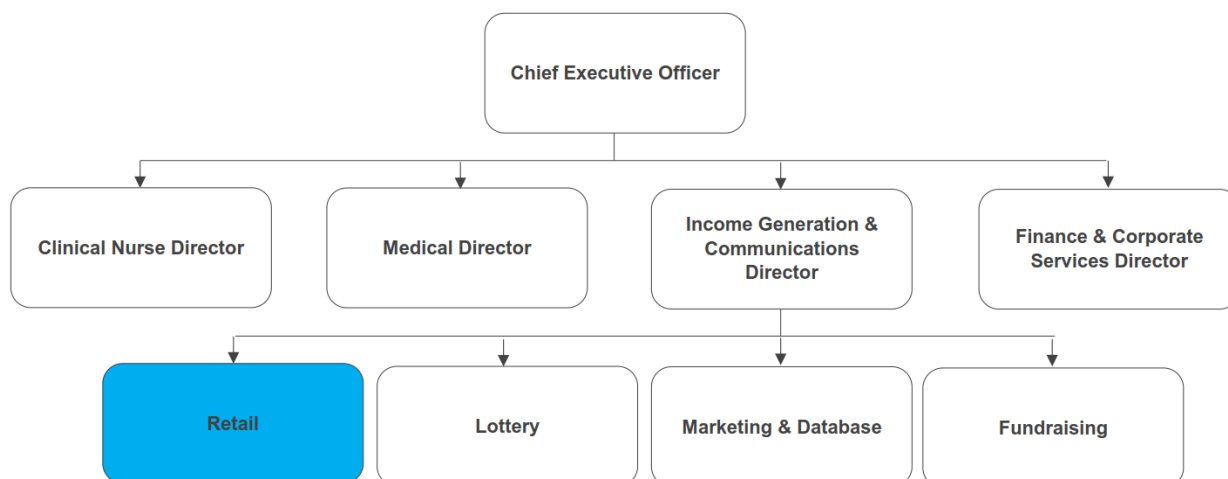


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Retail Operations Manager</b>
<b>Department:</b>	Income Generation & Communications
<b>Post Holder:</b>	<b>TBC</b>
<b>Grade:</b>	Admin 5
<b>Reports to:</b>	Head of Income Generation
<b>Direct Reports:</b>	Senior Shop Managers, Shop Managers, Online Sales Manager, Retail Administrator
<b>Responsible for:</b>	Shop Managers, Drivers, 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.

<b>Job Purpose:</b>	<p>To maximise sales and profitability for Bolton Hospice through the effective management of the shop, café, administrative and ecommerce operation, by achieving set targets. To also ensure all areas of the retail operation operate effectively on a day to day basis.</p> <p>To ensure assigned shops and online sales are well-run and provide an excellent experience for customers, donors and volunteers.</p>
<b>Key Working Relationships:</b>	<p>Retail team</p> <p>Income Generation &amp; Communications team</p> <p>Volunteers</p> <p>Donors and Customers</p> <p>Partners and Suppliers</p>

## ***Role Responsibilities:***

### **Leadership & Management**

- Lead the shop (including café) and online operation, ensuring shops and the online sales office are well-run and meet the financial and non-financial targets set.
- Direct line management for seven charity shops and online (eBay) operation.
- Management of the retail administration process based at Giles House.
- Work closely with the Head of Income Generation to ensure that the department's financial and operational objectives are being met.
- 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.
- Provide regular 1-2-1 supervision with advice and support for multiple direct reports, providing them with effective direction in their activities.
- Deploy staff and volunteer resources effectively and to maximum benefit.
- Lead and support in conjunction with site manager effective volunteer recruitment, retention, training and supervision to ensure volunteer support is adequate to support shop and online sales and the contribution of volunteers is maximised.
- Ensure Health and Safety training is given to volunteers and new members of staff and ensure all policies and procedures in relation to Health and Safety are adhered to working in conjunction with the rest of the retail management team
- Work closely with managers to ensure required standards and procedures are consistently maintained.
- Hold regular team meetings and promote team building, open and clear communications, co-operation and appropriate networks of support for staff.
- Model the hospice's values of compassion, respect, professionalism, excellence, inclusivity and collaboration and ensure they are reflected across the shop and ecommerce operation.
- Deputise for the Head of Income Generation where required including team communication and attending meetings

### **Shop & Online Operations**

- Continually develop the hospice's shop, cafe and ecommerce operation, regularly reviewing activity to increase profitability and maximise income from donated goods.
- Ensure the shops, administration and online sales office are well organised and well run, with safe and effective policies and procedures in place to ensure consistency across different volunteer shifts.
- Set and maintain high standards across all aspects of the shop, café and ecommerce operation and particularly in relation to customer service and online and offline visual merchandising.
- Ensure systems are in place to ensure that donated stock levels are sufficient, that the return on stock is maximised via rotation and redistribution working closely with the rest of the retail management team
- Provide operational management in shops and online where required, to support staff and volunteers and cover planned and unplanned absences.
- Work to ensure retail staff and volunteers consistently identify donated goods that should be diverted to the online sales operation to maximise income, and ensure feedback is provided to sustain this.
- Lead on promoting Bolton Hospice's shop and e-commerce operation in the community,

liaising with other members of the department to identify and maximise opportunities.

- Monitor and ensure maintenance in shops and online sales office, ensuring any required maintenance, servicing and repairs are carried out.
- Manage and develop processes to maximise income from retail gift aid.
- Effectively deal with any customer complaints and act on customer feedback in consultation with the Head of Retail to continually develop shop and online sales customer experience.
- Ensure systems to manage and monitor Volunteer information are being properly used by line reports.
- Ensure that shop and ecommerce operations comply with best practice, relevant codes of practice and legislation, that all team members are aware of and understand these and undertake regular risk assessments, inspections and audits to ensure compliance.

### **Financial & Reporting**

- Monitor and report to the Head of Income Generation on progress against financial and non-financial KPIs, ensuring remedial plans are devised and implemented to address any shortfalls.
- Communicate financial performance regularly both internally and to the wider retail team.
- Proactively minimise costs associated with ecommerce and shops.
- Work closely with the Head of Income Generation on the continual development of the Gift Aid scheme.

### **Teamwork & Collaboration**

- Work with the Marketing & Database team to ensure that the shop and online sales operation benefit 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 in shops and online sales operation shops and vice versa.
- Work closely with the rest of the Retail team to ensure the efforts of the whole retail operation are coordinated and complement each other.
- Attend and contribute to retail team and 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.
- Provide cover for other members of the retail team as required.

### **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.
- 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 Head of Retail or 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.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Retail Operations Manager</b>
<b>Department:</b>	Income Generation & Communications
<b>Grade:</b>	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.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	A good standard of numeracy and literacy.		Application Form
<b>EXPERIENCE</b>	<p>A track record of success within a retail environment across a network of shops.</p> <p>Experience of working to and achieving financial targets.</p> <p>Experience of dealing with the public.</p> <p>Experience of working with volunteers.</p> <p>Line management experience.</p> <p>Experience of motivating a team.</p>	<p>Experience of working in the charity sector and/or a good understanding of the industry.</p> <p>Experience of recruiting / managing volunteers.</p> <p>Experience of managing conflict.</p>	<p>Application Form</p> <p>Interview</p>
<b>SKILLS</b>	<p>Excellent customer service skills.</p> <p>Excellent organisational skills.</p> <p>Excellent communication skills, able to communicate effectively at all levels.</p> <p>Excellent interpersonal and relationship-building skills.</p> <p>Negotiation and influencing skills.</p>	Project management skills	<p>Application Form</p> <p>Interview</p>
<b>KNOWLEDGE</b>	<p>Computer literate - Microsoft Office, social media, internet and databases.</p> <p>Good knowledge of legislation and regulations in relation to retail.</p> <p>Knowledge and understanding of online sales platforms (e.g. eBay / Amazon).</p>	<p>Knowledge of retail gift aid.</p> <p>Knowledge of legislation and regulations in relation to the sale of second-hand goods.</p> <p>Knowledge of the demographics and geography of the Metropolitan Borough of Bolton.</p>	<p>Application Form</p> <p>Interview</p>

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b><i>PERSONAL ATTRIBUTES</i></b>	<p>Self-motivated and able to use initiative.</p> <p>Able to plan, manage and prioritise own workload.</p> <p>Able to work on a number of projects simultaneously.</p> <p>Ability to remain calm and make effective decisions under pressure.</p> <p>Strong teamwork ethic.</p> <p>Willingness to work flexibly to fulfil the requirements of the post.</p> <p>A commitment to the vision and values of Bolton Hospice.</p> <p>A full driving licence and access to a vehicle insured for business use subject to the Equality Act 2010.</p>	<p>Commitment to continuous professional development.</p>	<p>Application Form</p> <p>Interview</p>