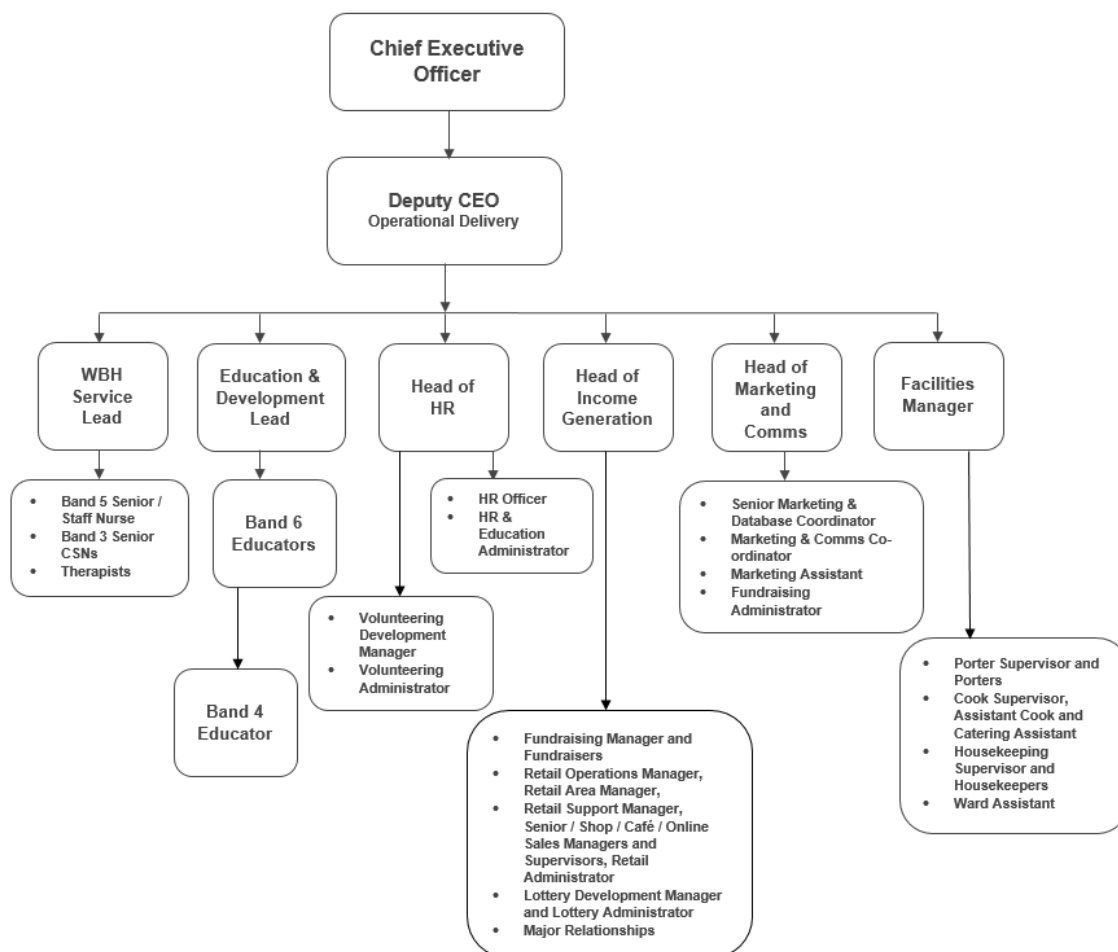


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Retail Area Manager</b>
<b>Department:</b>	Income Generation
<b>Post Holder:</b>	<b>TBC</b>
<b>Grade:</b>	Admin 4
<b>Reports to:</b>	Retail Operations Manager
<b>Direct Reports:</b>	Shop Managers, Online Sales Manager, Online Bank Staff
<b>Responsible for:</b>	Shop Managers, Online Sales Manager, Bank 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.

<b>Job Purpose:</b>	To support day to day operation of the retail department by providing direct line management to retail/online shop managers.
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	<p>To provide practical day to day cover for annual leave/periods of sickness absence.</p> <p>To drive sales and profitability across the retail estate.</p> <p>To minimise costs within the retail department.</p>
<b>Key Working Relationships:</b>	<p>Retail team</p> <p>Fundraising team</p> <p>Income Generation team</p> <p>Marketing &amp; Communications team</p> <p>Volunteers</p> <p>Donors and Customers</p> <p>Partners and Suppliers</p>

**Role Responsibilities:**

**Leadership & Management**

- Lead the operation of selected retail shops and online, ensuring they are well-run and meet the financial and non-financial targets set.
- Work closely with the Retail Support Manager ensuring retail shop bank staff are utilised where necessary with financial considerations made. Oversee and manage online bank staff ensuring training is undertaken, shifts do not exceed approved hours and are logged correctly within Staff Care.
- Work closely with the Retail Operations Manager 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.
- Supporting effective volunteer recruitment, working closely with the Volunteer team and offering hands on assistance with inductions, training and ensure the contribution of volunteers is maximised.
- Ensure Health and Safety training is given to volunteers and new members of staff, working with Retail Support Manager to ensure compliance, 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 all shop managers and Retail Support Manager to ensure required visual merchandising standards are adhered too, incorporating our promotional calendar.
- Hold regular team meetings where appropriate 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 all areas.
- Deputise for the Retail Operations Manager where required including team communication and attending meetings.
- Work together with Retail Operations Manager and Retail Support Manager in all aspects of recruitment to the Retail department and providing training to new team recruits and support during their induction and probation period.

- Input to both the Retail Operations Manager and Head of Income Generation in relation to the purchase of “3<sup>rd</sup> Party” products for sale in shops.
- Attend external meetings and conference where appropriate (this may include overnight stays).
- Build effective relationships with external peers (i.e., persons in similar roles within other organisations).
- Monitor individual shop performance against a set criteria as identified by the Retail Operations Manager. Work closely with the Shop Manager to achieve these goals and take immediate action when required.

### **Shop Operations**

- Set and maintain high standards across all aspects of customer service, housekeeping and visual merchandising.
- Ensure systems are in place to ensure that donated stock levels are sufficient and liaising with other departments to drive community awareness and donations. Lead on initiatives to drive donations into shops.
- Provide practical, hands-on operational management in shops and online where required, to support staff and volunteers and cover planned and unplanned absences. This may include weekend working.
- 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.
- Effectively deal with any customer complaints and act on customer feedback in consultation with the Retail Support Manager and Retail Operations Manager to continually develop the shop and online sales customer experience.
- Ensure systems to manage and monitor volunteer information are being properly used by line reports.
- Ensure that retail area complies 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 Retail Operations Manager on progress against financial and non-financial KPIs, ensuring remedial plans are devised and implemented to address any shortfalls.
- Proactively minimise costs associated with the retail department.
- To provide (and to monitor) ongoing training, auditing and review performances of gift aid income generation across shops.

### **Teamwork & Collaboration**

- 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 Retail Operations Manager and Head of Income Generation.

**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 Area Manager</b>
<b>Department:</b>	Income Generation
<b>Grade:</b>	Admin 4

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>	Line management experience in a retail environment. A track record of success within a retail environment across a network of shops. Experience of working to and achieving financial targets. Experience of dealing with the public. Experience of effectively motivating a team.	Experience of working in the charity sector. Experience of recruiting / managing volunteers. Experience of managing conflict.	Application Form Interview
<b>SKILLS</b>	Excellent customer service skills. Excellent organisational skills. Excellent communication skills, able to communicate effectively at all levels. Excellent interpersonal and relationship-building skills. Negotiation and influencing skills.	Project management skills	Application Form Interview
<b>KNOWLEDGE</b>	Computer literate - Microsoft Office, social media, internet and databases. Good knowledge of legislation and regulations in relation to retail.	Knowledge of retail gift aid. Knowledge of legislation and regulations in relation to the sale of second-hand goods. Knowledge of the demographics and geography of the Metropolitan Borough of Bolton.	Application Form Interview

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<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>Tenacious with a 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>Ability to communicate effectively and professionally.</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>