

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Retail Operations Manager
GRADE / SALARY	BAND 5B
HOURS OF DUTY	30
REPORTS TO	Head of Retail
KEY RELATIONSHIPS	Head of Retail, Director of Income Generation, Health and Safety Representative, All Retail Staff and Volunteers. Hospice staff and Volunteers, External Contractor's and Suppliers, other professional agencies.
RESPONSIBLE FOR:	Retail Operation Assistant & Volunteers

JOB SUMMARY
<p>Lead for managing the upkeep of all retail buildings and sites - Responding to maintenance emergencies. Managing and coordinating repairs. Managing site projects and supervising external contractors, ensuring business interruption is minimal.</p> <p>Act as key point of contact for landlords, letting agents and consultants. Ensuring all the fully repairing leases are effectively maintained.</p> <p>In the absence of both the Director and Head of Retail, to act as a covering manager of the Ashton Gate site in line with the other members of the Retail SMT.</p> <p>Working in conjunction with the Hospice Health and Safety Lead, ensuring all sites are compliant.</p> <p>Delegated budget holder.</p> <p>Responsible for repair and maintenance of physical asset – Lease portfolio</p>



MAIN DUTIES AND RESPONSIBILITIES

- Responsible for the daily management of Retail Estates and Maintenance across all the retail multi sites, including Fundraising if required. This includes:
- Ensuring properties stay in good working order.
- Deciding best course of action to minimize business interruption working with the Head of Retail.
- Scheduling and delegating tasks to External Contractors. Monitoring their work and following up on any issues.
- Prioritising tasks and responding to emergencies.
- Ensuring workers follow safe working practices following CDM.
- Working in conjunction with the Hospice Health and Safety Officer.
- Act as key point of contact for Landlords and Leasing Agents.
- Responsible for waste carrier contracts for all sites. Dealing with missed collections and extra collections and any issues relating to vandalism, litter, or fly tipping issues.
- Communicating with external authorities and environmental agencies.
- Responsible for Managing the Retail maintenance budget, controlling maintenance expenditure, by optimising lean management techniques and securing best value.
- Produce maintenance and expenditure reports.
- Manage the Maintenance Service desk, being the responsible person with technician rights for all Retail sites.
- To attend Estates maintenance meetings as appropriate to Retail. Cascading information back to the retail teams where necessary.
- To attend sites when required.
- To manage the commercial waste and cleaning contracts for all of Retail. Developing processes to ensure waste is disposed and collected properly in line with government legislation and environmental codes of practice. Being the signatory for waste contracts and transfer notes ensuring they are checked and signed off in line with waste producer regulations.
- To have a good knowledge and understanding of Health & Safety in the workplace.
- To link with the Health and Safety Officer to ensure all leased sites are maintained in respect of the Health & Safety and Fire Safety.
- Support the Health & Safety Officer in maintaining all Retail Health & Safety records and electronic Health & Safety Hub.
- To manage and maintain bring forward systems for all Retail Health & Safety Services and inspections.
- To Manage Retail Buildings Insurance claims, in conjunction with the Finance department
- Manage retail maintenance contracts and price negotiations with suppliers and service providers as required.

- Oversee and manage the Supplier database, ensuring appropriate management of records of suppliers and service contractors are used by Retail.
- Attend Estates, Health & Safety meetings as required.
- Inputting expenditure and invoices on to the Finance digital system.
- Working within a delegated budget, keeping monthly reports of estates expenditure. Providing regular updates to the Head of Retail and Director of Income Generation.
- Authorised signatory for petty cash and maintenance spend.
- To attend mandatory training as required by the Hospice.
- To undertake any other tasks as reasonably requested to support Retail and the Hospice organisation.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice, you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted

at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLAINTS/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice

The post holder will be expected to perform any other such duties as might reasonably be required by the General Manager, Retail and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

E = ESSENTIAL

D = DESIRABLE

Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning		
<p>Compassionate – We are a caring team, kind to each other and put the needs of individuals and their loved ones at the heart of what we do.</p> <p>Collaborative – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.</p> <p>Creative – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.</p>	E	
Leadership skills		
Ability to lead with honesty, integrity and care. Be able to develop, empower and delegate effectively to achieve change and generate a positive, inclusive, workplace. Be accountable for actions and bring	E	

creativity and innovation to inspire and motivate others. Be active in the creation and delivery of the Hospice strategy for the benefit of patients, staff and our local community.

PERSON SPECIFICATION

RETAIL BUSINESS MANAGER

E = ESSENTIAL	D = DESIRABLE		
Education & Training			
Degree in Business Management or equivalent level experience to the role	E		
Good IT skills; including email and a good working knowledge of Microsoft based software, including Word and Excel	E		
Health & Safety experience	E		
Proven record of Estates Management	E		
Skills/Abilities/Knowledge			
<input type="checkbox"/> Solid planning, organisational and project management skills	E		
<input type="checkbox"/> Solid negotiation, persuasion, and Contract management skills	E		
<input type="checkbox"/> Excellent communications skills, both written and verbal	E		
<input type="checkbox"/> Excellent organisational/time management skills, ability to prioritise constantly changing, high volume workloads	E		
<input type="checkbox"/> Good proven people management skills ability to motivate teams	E		
<input type="checkbox"/> Ability to work under pressure and demonstrate presence of mind working with strict deadlines with sound attention to detail.	E		
<input type="checkbox"/> Strong interpersonal skills with ability to communicate effectively at all levels	E		
<input type="checkbox"/> Ability to make decisions, to work on own initiative and accept responsibility	E		
<input type="checkbox"/> Good proven analytical skills	E		
<input type="checkbox"/> Ability to demonstrate enthusiasm and commitment to the work of the hospice.	E		
Experience			
<input type="checkbox"/> Administrative experience at senior level.	E		
<input type="checkbox"/> Experience of managing estates and building maintenance	E		
<input type="checkbox"/> Experience of Health and Safety in a working environment	E		

❑ Experience of developing and maintaining effective administrative support systems	E	
Other Requirement		
❑ Experience of working in a charity environment		D
❑ Willingness to take on new responsibilities and respond positively to change	E	
❑ Willingness to work flexibly to accommodate service needs	E	
❑ Entirely trustworthy and honest	E	