

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Cluster Manager
GRADE	4
HOURS OF DUTY	37.5 /7 days
REPORTS TO	Head of Retail Operations
KEY RELATIONSHIPS	Director of Retail and Trading – Head of Retail Operations – Ecommerce and Logistics Manager – Retail Business Manager
RESPONSIBLE FOR	Team Leaders and Sales Assistants

JOB SUMMARY

Responsible for the running of the Cluster, the Cluster Manager should encourage staff and volunteers to meet and exceed agreed sales targets, and maximise profit to increase the overall contribution of the shop.

You should work closely with the Head of Retail Operations to design, develop and oversee the implementation of specific strategies for your cluster and to optimise profit and sales.

This role is instrumental in raising local awareness and acts as the retail face of the Hospice within the cluster.

Although primarily based in the cluster, the cluster manager will also work at Retail Head Office when required and attend training and meetings across Saint Francis Hospice.

MAIN DUTIES AND RESPONSIBILITIES

Sales and Profit

Achieve cluster sales targets and maximise profit by ensuring efficient stock and cost control. Use analytical and financial data from the Hospice EPOS systems to review performance of the store and workers and take appropriate action where needed. Ensure standards of customer and supporter care are maintained. Communicate and ensure the Implementation of all directives from Head Office. Provide strategies and coaching to ensure local initiatives and social media presence is maintained and achieves good results.

Stock Control

Implement measurement and performance tools and adopt procedures to ensure that the cluster is stocked with quality donations that shop density levels are maintained, targets are realised and imbed the pricing guidance outlined by Head Office. Ensure that stock loss initiatives are communicated and delivered by the team and training is provided on appropriate use of stock control processes and procedures. Induct staff in Head Office stock management and sales floor procedures and be aware of and ensure Health and Safety guidelines is always followed. Ensure team know how to identify and list high value items to send to sell on ecommerce

Shop Standards

Ensure the cluster have seasonal and interesting visual displays that reach high standards of visual display and merchandising in accordance with set shop guidelines. Ensure the team and in particular the Team Leader cultivates a good knowledge of different product areas, for example, fashion, furniture, homewares. Ensure high standards; health and Safety and of cleanliness and tidiness across the cluster

Administration

Comply with financial and administration procedures as outlined by the Hospice.

Communicate and ensure that you read and implement all written procedures provided

Manage all paperwork digitally using the secure filing system implemented by the Head of Retail Operations

Demonstrate a competency in IT administration and ensure that you can access and use all digital and computer systems to aid the running of the store

Security and Health and Safety

Ensure security policy and procedures are followed at all times

Comply with Health and Safety policy and procedure at all times

Ensure that manual handling procedures are imbedded in the store

Ensure that safeguarding procedures are followed to protect staff and volunteers

Supervision

Support the Teamleader in the management of the volunteer rota

Coach volunteers in customer service best practice

Provide advice and guidance to volunteers on role briefs, policy, procedures and acceptable conduct

Escalate performance and conduct issues to the Head of Retail Operations

Input into the team meetings, volunteer 1-2-1 and review process

Other

Keep up to date with Hospice initiatives, supporting where possible

Be willing to travel to meeting and training sessions

Build positive internal and external relationships in order to further support Retail

Be willing to work additional days and hours as and when required

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 documents 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 COMPLIANCE/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 Director 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.

PERSON SPECIFICATION

CLUSTER MANAGER

E = ESSENTIAL	D = DESIRABLE		
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning			
<p>Supportive - The ability to listen to and value peoples’ experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people’s choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person’s individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</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 creativity and innovative 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.		E	
Qualifications & Training			
<input type="checkbox"/> NVQ level 3 in retail management or equivalent experience of modern retail techniques GCSEs (minimum of 5 at grade C or above, including Maths and English) or NVQ level 2 (as appropriate) or equivalent experience IT Microsoft Office Intermediate level		E	
Skills/Abilities/Knowledge			
<input type="checkbox"/> Ability to interpret financial and performance data		E	
<input type="checkbox"/> Experience of managing a team across multiple sites		E	
<input type="checkbox"/> Experience of training and coaching a team to achieve high standards and results		E	
<input type="checkbox"/> Ability to manage staff against performance criteria		E	
<input type="checkbox"/> Innovative use of technology and systems to achieve results		E	
Experience			
<input type="checkbox"/> Innovator who has used dashboards, technology and systems to measure results		E	
<input type="checkbox"/> Experience of working with and motivating a volunteer workforce			D
<input type="checkbox"/> Management of stock and stock density		E	

