

## SAINT FRANCIS HOSPICE

### JOB DESCRIPTION

JOB TITLE	Head of Retail and Trading Operations
SALARY	6b
HOURS OF DUTY	37.5 over 7 days
REPORTS TO	Director of Retail and Trading
KEY RELATIONSHIPS	Director of Retail and Trading – ecommerce and logistics manager – head office team – Cluster managers- shop teams and estates and Volunteering teams. Landlords, Agents, Surveyors, Suppliers, Donors, Customers, Local Councils and Retail Associations, Local Businesses and Supporters. Heads of Depts., External Professional Colleagues and agencies, general public.
RESPONSIBLE FOR	The day to day management and performance of Saint Francis Hospice Charity Retail and Trading departments – the Operational and strategic aims of the Hospice.

#### JOB SUMMARY

To assist the Director of Retail and trading in maximising the income and profit sustainability of a multi-site Retail business through the effective management of people, resources and budgets.

To contribute to strategy and policy/process development as appropriate and managing the Cluster managers – to support the Retail teams.

Develop and embed and implement formal written practices and procedures for a range of Retail income streams.

The post-holder will act as an ambassador for Saint Francis Hospice, ensuring that both they and the Retail and Trading business supports and endorses the aims and objectives of the Hospice, and thereby ensuring that both customers and suppliers, as well as the wider community, can readily perceive the direct connection between successful trading by Retail and giving their support for the good work of their local Hospice.

## MAIN DUTIES AND RESPONSIBILITIES

### Strategic Planning and Finance

- To support in the preparation of the Retail and Trading business strategies and producing forecasts of income and expenditure with the Director of Retail and Trading; making proper provision for refurbishment and planned maintenance.
- Support opportunities to secure “best value” by optimising the use of resources, including critical review of opening hours and the movement, transfer, display, regular rotation and appropriate pricing of goods.
- Explore with the ecommerce and logistics manager new and seasonal “lines” for the sale of goods in Retail.
- To produce processes and procedures and initiatives for Retail staff, including efficient and organised stock room systems, stock generation, saleable stock and effective distribution to ensure each all sites maximise income reduce costs and achieve agreed targets.
- To support the Director with leasing and projection of a multi sited business
- Deputise for Director of Retail and Trading during periods of absence.

### Retail Operations

- To ensure that all staff and volunteers observe all hospice policies, procedures, codes of practice and manuals as supplied.
- Responsible for the overall banking process working with the retail finance team to ensure the retail banking takes place in a timely manner.
- To pay regular visits to each shop to support and develop the Cluster Management ensure each shop is taking full advantage of its trading opportunities.
- Ensuring business continuity throughout the stores at all times with stock levels and workforce levels – staff and volunteers.
- Ensure all policies and procedures are updated as necessary in relation to Retail processes fraud prevention/cash handling/stock handling and any changes are communicated clearly and recorded for future reference and shared across the directorate.
- Ensure all income/data is recorded appropriately and accurately and that the strategy for development can be supported by good management information available within the directorate and within the systems that support the Retail function.
- To ensure the allocation of donated goods to the best use of the business.
- To write and implement processes for the best use of the Hospices EPOS system.
- To assist the Director of Retail and Trading in preparing business strategies and producing forecasts of income and expenditure; making proper provision for refurbishment and planned maintenance.

- **To explore opportunities to secure “best value” and for sourcing donations for sale in the shops working with the retail sector and non-charity businesses.**
- Authorised signatory for small cash/ financial payment.
- To take a lead role in ensuring that operations at each of the shops are safe and efficient and that all statutory and company health and safety rules are adhered to. Working with the Hospice Health and safety officer
- To undertake any other tasks as reasonably requested by the Director of Retail and Trading
- On call at weekends working together with the Director of Retail of Trading

#### People management Responsibilities

- To act with professionalism and respect towards fellow colleagues, at all times
- To manage the recruitment, induction and training of retail volunteers, investigating all opportunities to promote volunteering and developing good relationships with local organisations that supply volunteers for placements.
- To take the lead on the staff recruitment, selection, induction, training, motivation, and management of the shop staff.
- To induct and train the shop staff to enable them to recruit the appropriate number of volunteers with the appropriate skills and to prepare, understand and work to volunteer rotas.
- To demonstrate at all times an understanding of the diverse needs of individuals and actively support equality of opportunity.
- To ensure that every shop employee has regular appraisal and performance reviews 121 meetings and that information and strategies are in place to ensure effective succession planning. To liaise as appropriate with staff in the organisation who may provide relevant technical expertise for managing individual performance; for example, the HR team.
- To implement regular meetings with the shop staff Line management and performance management of the staff, working directly with and through the Cluster managers for each area.
- To work at times outside normal working hours, according to the needs of the team/ organisation.

#### Business Development Responsibilities

- Responsible for the development of the markets and fairs businesses to include a business development plan and implementation plan, project management of events and people, cost management to ensure best value and achievable revenue targets.
- Tasked with helping the retail business grow by identifying new sales opportunities, pitching products and services, maintaining fruitful relationships

with existing/ new customers and donors. Provide analysis and feedback to senior management on what is and is not working in terms of income generation.

- Including the design and management of the business strategy, people management, digital and off-line marketing and income generation targets and objectives, oversight of the stock control processes and implementation of practices to ensure stock is competitively priced and revenue is maximised.
- To develop and maintain a good understanding of the work of the charity (Saint Francis Hospice), as well as the hospice movement.
- To keep up to date with new retail commercial ideas and trends.
- To maintain an up-to-date knowledge of this area of Retail and Trading through training, conferences, studies and networking opportunities and professional bodies e.g. CRA

#### Organisational Responsibilities

1. To develop and maintain a co-operational and productive working relationship with colleagues of the Heads of Department
2. To ensure staff work to the organisational values at all times.
3. To be a member of the hospice Heads of Department group, attending senior management meetings and to represent Retail and Trading
4. To maintain an up to date record of hospice mandatory training

#### 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 2018.

**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

Head of Retail Trading and Operations

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"/>	Degree in Business or Management or equivalent level of experience to the role.	E	
Skills / Abilities / Knowledge			
<input type="checkbox"/>	Specialist knowledge of Retail practices and the law with the ability to apply theory and experience within Retail.	E	
	Knowledge of a range of Retail techniques associated ROI expectation Acquired through training and experience.	E	
<input type="checkbox"/>	Good proven people management skills and ability to motivate others	E	
<input type="checkbox"/>	Good communications skills, both written and verbal Strong interpersonal skills/with an ability to communicate effectively with people at all levels.	E	
<input type="checkbox"/>	Good proven analytical skills with an ability to analyse sales information	E	
<input type="checkbox"/>	Good financial management skills	E	

<input type="checkbox"/> Good proven organisational and time management skills	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"/> Good IT skills; including E-Mail and a good working knowledge of Microsoft based software, including Word and Excel.	E	
Experience		
<input type="checkbox"/> Significant management experience working within a modern retail environment Solid planning, organisational and project management skills at a senior level.	E	
<input type="checkbox"/> Previous experience of delivering strategies, plans and work plans, with associated targets, KPIs and performance monitoring and reporting and budgeting and forecasting.	E	
<input type="checkbox"/> Experience of Effective management of a chain of shops	E	
<input type="checkbox"/> Experience of using EPOS systems for reporting and budgeting information	E	
<input type="checkbox"/> Demonstrable experience of inspiring a team to deliver income growth, driving the changes required and championing fundraising within the charity.	E	
<input type="checkbox"/> Experience of EPOS system		D
<input type="checkbox"/> Experience of working with volunteers	E	
<input type="checkbox"/> Experience of Health and Safety issues in a retail environment	E	
Other Requirements		
<input type="checkbox"/> Ability to maintain and understand the importance of confidentiality and information governance.	E	
<input type="checkbox"/> Entirely trustworthy and honest	E	
<input type="checkbox"/> Full current driving licence	E	
<input type="checkbox"/> Have access to own transport	E	