

Retail Support Manager



SAINT FRANCIS HOSPICE

JOB DESCRIPTION

	Retail Support Manager
SALARY	5a
REPORTS TO	Retail Regional Manager
KEY RELATIONSHIPS	Regional Manager, Head of Retail, Retail Store and Head Office teams, Retail HR Business Partner, Volunteers, HODs within the Hospice, Hospice Staff, external agencies, members of the public
RESPONSIBLE FOR	Retail Store Managers, Assistant Retail Store Managers, Volunteers across the store base (30 plus employees & 300 plus volunteers) The role and responsibilities for staffing will grow in line with growth and organisational priorities.

JOB SUMMARY

The Retail Support Manager is a critical new role to enable our shops to trade when there are vacancies, annual leave or sickness. This role will not only enable us to maximise sales and profit but also lessen the impact on our current shop teams.

The role involves travel across the whole store estate to support and assist Retail Regional Manager in providing a high-quality retail service in relation to agreed performance targets.

MAIN DUTIES AND RESPONSIBILITIES

Operational

- Support the delivery of the five-year Retail Strategy, ensuring a positive customer experience at the heart of everything we do.
- Delivering income upwards of £3.5m by the end of the 2027 financial year.
- Deliver Gift Aid targets achieved across all shops.
- Support fundraising through the shops with local events and promotions.

Financial

- Assist the Store management achieve and exceed their annual store targets Support the fostering of a creative and entrepreneurial environment where team members seek to maximise income in new and innovative ways both within their shops and through a variety of channels, such as community events.
- Assist in ensuring that all of SFH's financial procedures are adhered to and executed in a timely fashion by the shop teams.
- To support and develop Gift Aid income throughout the retail team by delivering training, and coaching to all retail staff, including volunteers.

Shop Floor

- Take direct management of shops, covering holiday and sickness.
- Assist in ensuring compliance with efficient and commercially successful stock processing systems (such as pricing, quality standards, consumer safety, stock density and culling stock), including backroom systems and ensure these are adhered to by the shop team.
- Ensure that all legal and Saint Francis Hospice internal regulations regarding donated stock are adhered to.
- Ensure that all procedures for the sale of new products are followed by the shop team.
- Ensure that any non-compliance of procedures is notified to the Regional Manager.
- Assist in inspiring the team to provide a great customer and donor experience, which enables Saint Francis Hospice to attract new supporters every day.
- Ensure that feedback, including complaints are escalated to the Regional Manager within the agreed timeframes.
- Assist the team in the creation of original, appropriate, and commercially successful visual merchandising displays, including shop windows.
- Assist the Regional Manager to ensure our shops are in good condition, maximise their potential and are fit for purpose.
- Provide a safe and healthy working environment and ensure that all team members are aware of and operate within Saint Francis Hopsice's health and safety policies and procedures, including waste management and customer safety.

People & Customers

- Maintain an empowered, well trained, motivated and engaged volunteer team with excellent levels of communication at team and individual levels.
- Connect the volunteer team with Vision Foundation/Fight for Sight's work and help them to understand the value of their contribution.
- Support members of the charity retail team to embed a high performing, motivated, collaborative, creative and dynamic culture – and seek opportunities to celebrate success.
- Work within Saint Francis Hospice's policies and procedures when dealing with problems at work.

About You

- The ability to work under pressure whilst remaining calm and organised.
- To be receptive to change and to act as a change agent.

- The ability to maintain excellent rapport with staff, volunteers, supporters, and donors.
- To consistently demonstrate a dedicated approach to the quality of customer service and team working.
- Comfortable working in a small team both strategically and operationally.
- Commitment to teamwork, business partnering and a collegiate approach – with a 'can do' attitude and a sense of humour.
- Able to provide positive, dynamic, tenacious and flexible leadership at all times.
- Results-driven, able to measure and quantify own outcomes.
- Adaptable to changing landscape and evolving organisation.
- Willing and able to operate at pace in an organisation going through rapid change, using your initiative and delivering to tight deadlines.
- Excellent verbal and written communication skills.
- Highly organised with ability to plan effectively and allocate resources appropriately.
- Committed to equal opportunities and inclusion.

These responsibilities reflect the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

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 individuals in our care, their loved ones 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 individuals and their loved ones, 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 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 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

JOB TITLE

E = ESSENTIAL	D = DESIRABLE
Demonstrating the Hospice Values – Collaborative, Compassionate, Creative	
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.	E
Collaborative – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.	E

Creative – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.	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 individuals and their loved ones, staff and our local community.	E	
Qualifications & Training		
<input type="checkbox"/> Degree or equivalent level of experience	E	
Skills/Abilities/Knowledge		
<input type="checkbox"/> Strong leadership	E	
<input type="checkbox"/> People development and communication skills	E	
<input type="checkbox"/> Budget Management and analytical capability	E	
<input type="checkbox"/> Able to plan and manage operational and business priorities	E	
<input type="checkbox"/> Able to manage time and work priorities	E	
<input type="checkbox"/> Strong strategic planning skills	E	
Experience		
<input type="checkbox"/> Minimum 2 years senior retail experience	E	
<input type="checkbox"/> Proven track record of delivering commercial results	E	
<input type="checkbox"/> Experienced in retail management, including operations, finance, health & safety, customer and people	E	
<input type="checkbox"/> Previous multi-site retail management experience	E	
<input type="checkbox"/> Experience of working in charity retail		D
<input type="checkbox"/> Experience of working with Volunteers		D
Other Requirements		
<input type="checkbox"/> Committed to achieving the highest retail standards	E	
<input type="checkbox"/> A strong commercial focus with a charitable heart	E	
<input type="checkbox"/> Ability to lead, motivate and develop individuals to facilitate high performance	E	
<input type="checkbox"/> Full, clean UK driving license		D

I confirm that I have read the Job Description/Person Specification, and the duties contained therein and accept the conditions of this role.

NAME:

SIGNATURE:

DATE: