

JOB DESCRIPTION

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| Job Title | Location Support Retail Manager | Salary | £21,627pa |
| Hours | 37.5 hours per week | Working hours | 8.15-5.00pm to be worked flexibly across 5 days per week, Monday to Sunday. Additional hours may be required as necessary. Daily unpaid half hour lunch break. |
| Responsible to | Retail Operations Manager | Department | Retail |
| Location | Working across all of our retail locations in North Devon. | | |

The Retail Team

*We are all about **high quality, pre-loved and sustainable** retail.*

***Together** we raise money to support our nurses to deliver care and support to the community of North Devon who are impacted by a life limiting illness.*

Our team:-



Location Support Retail Manager aims:-

To deliver an exceptional retail support service. Ensure a cohesive and collaborative team approach in all of our retail locations by covering absences of any of our team members. Able to lead across all retail locations with flexibility, confidence, kindness and positivity.

About the role:-

1. Achieve profit targets by maximising sales and minimising costs.
2. Ensure all financial cash handling and security procedures are adhered to by all team members.
3. Ensure an excellent level of customer experience and service is maintained by the whole team at all times.
4. Work alongside and supervise our volunteers to ensure they feel supported, valued and part of the team.
5. Actively discuss the North Devon Hospice Gift Aid scheme with all customers, donors and volunteers, ensuring the location team are engaged and process donations and sales in line with Gift Aid and GDPR policy and procedure.
6. Support locations in their day to day operational tasks including: opening/close, stock preparation, rotation, ordering and stock takes. Operation of the till system and handling financial transactions, including banking.
7. Maintain a high standard of presentation and visual merchandising throughout the shops, always being aware of current trends and promotions.
8. Supervise and work alongside staff and volunteers in the continuous sorting, steaming and distribution of

stock, adhering to stock handling and pricing policies and procedures.

9. Work with the warehouse team to ensure stock levels across all locations are appropriate at all times.
10. Assist our logistics team with loading and unloading. Travel and assist on our vans, when required.
11. Ensure stock, rag, recycling and waste is processed following our procedures in a timely manner ensuring our health and safety and key performance indicators.
12. List donated items onto various trading platforms within ecommerce and ensure timely packing and dispatch. Oversee the daily listings of the team, to ensure our reputation at all times.
13. Ensure furniture collections and deliveries are processed following Health and Safety and GDPR procedures.
14. Work flexibly on a daily basis to provide cover and support to any trading location including: temporary trading activities, shops, furniture shops, warehouse, logistics and ecommerce.
15. Work closely with partner locations to ensure as many locations remain open as possible in the event of adverse weather or any other disruption.
16. Ensure all health, safety and safe operating procedures are adhered to by yourself and the team at all times.

Additional Duties:-

17. Attend all meetings as required.
18. Attend Hospice events as required.
19. Confidently promote North Devon Hospice, including promoting the lottery, fundraising initiatives and encouraging donations through good relationships with supporters.
20. As part of this role, lone working is to be expected.
21. Ensure the security and safety of the premises at all times.
22. Report any complaints to the Retail Operations Manager or Head of Retail.

About you:-

1. Passionate about North Devon Hospice
2. Passionate about people and customer experiences
3. You will have English and Maths at GCSE or equivalent Grade C / 4 or above
4. Able to engage with digital technology, use a computer, Ipad and are competent with Word, Excel and Email.
5. Accurate, thorough and well organised, with excellent attention to detail
6. Motivated, driven and a team player
7. Able to effectively prioritise and multi-task
8. Confident, genuine and can be yourself
9. A great communicator who is friendly, calm, kind and efficient – even on your busiest days
10. Able to bring fresh ideas to the retail team and you and can use your initiative to make good decision
11. Take pride in your work and approach all tasks with energy, pace and dedication
12. Flexible, supportive and always ready to go the extra mile for your team and our customers
13. Able to work with quick changing priorities and able to travel across North Devon daily with your own transport.
14. This is a physical role and requires moving large volumes of stock on a daily basis.
15. You will be expected to wear a uniform (supplied) for this role.
16. You will be required to undergo a Disclosure and Barring Service check.
17. Experience of working in retail is essential for this role.
18. You will have demonstrable experience of leading / managing team members.
19. Experience of leading or working alongside volunteers is desirable for this role.

To complement your retail experience, you will receive on the job training and a full induction across the first six months. This comprehensive induction will ensure your knowledge and understanding of the role and will give you opportunity to meet everyone at the Hospice, so you really feel part of our team.

Your competency framework:-

Core Competencies

- Act as an ambassador for the hospice.
- Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity.
- Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice.
- Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice.
- Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others.
- Show deep motivation to make a real difference to our patients and their families.

- Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles.
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate.
- Contribute to the performance and objectives of the team / service, in a positive way.
- Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised.

Strategic Thinking and Setting Direction

- Proactively promote and engage in change and model the changes expected
- Work with colleagues and other professionals internally and externally to critically analyse practice and use evidence and feedback, both positive and negative, to identify options, risks and solutions
- Look ahead and track changing priorities, integrating information from multiple sources, analysing the impact, appropriately escalating risks and issues and acting on emerging opportunities quickly and decisively

Sharing the Vision and Delivering the Service

- Have a flexible approach and establish ongoing plans to deal with the more complex and difficult issues
- Support, coach and mentor others, asking questions to empower them to work out the answers for themselves, enabling the team to perform at its best, sharing learning to build success within and beyond the team
- Contribute to shaping future plans together with the team, linking tasks to organisational goals, being mindful of resources
- Understand and interpret relevant legislation and accountability frameworks

Leading People

- Pay close attention to what motivates individuals in his / her team so that he / she can channel his / her energy so they deliver their objectives
- Employ strategies to manage conflict of interests and differences of opinion
- Give people the belief that change is achievable and that their contribution matters, encouraging the team to identify problems and solve them
- Demonstrate that the health and wellbeing of his / her team are important to him / her.
- Encourage the team to deliver on the shared purpose, as much as on their individual objectives, looking out for opportunities to celebrate and acknowledge high standards

Additional Information

- To complete statutory training in accordance with Hospice requirements.
- To participate in personal development and review processes.
- To adhere to all organisational policies and procedures.
- To actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate.
- All staff are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures, and guidance relevant to their area of work.

This job description may be reviewed in consultation with the post holder and in light of any changing service requirements. The job description is not exhaustive; other duties commensurate with the post may be required from time to time.

November 2021