**JOB DESCRIPTION** 

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| Job Title | Barnstaple Furniture Shop and Logistics Manager | Salary | £30,700 |
| Hours | 37.5 hours per week | Working hours | To be worked flexibly across 7 days per week 8.15am to 4.15pm. Bank holiday working and Sunday working are required.(Includes 30 minute unpaid break). |
| Responsible to | Head of Retail | Department | Retail |
| Location | North Devon Hospice Furniture Centre, Unit1, Two Rivers Industrial Estate, Braunton Road, Barnstaple, EX31 1JY, plus any other North Devon Hospice location as required.  |
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| **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.*  |
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| **Our team:-**Head of RetailBarnstaple Furniture Shop / Retail Logistics WarehouseShops and E CommerceAdmin TeamBarnstaple Furniture Shop and Logistics Manager (BFS&LM)VolunteersDriver/SalesAssistants  |
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| Barnstaple Furniture Shop and Logistic Manager Aims:* To work with continuous quality improvement actively identifying and implementing improvements to maximise income and streamline costs across the Barnstaple Furniture Shop and furniture warehouse and the retail logistics services.
* To provide an outstanding customer service to our supporters, customers and across our logistic services
* Implement and oversee our centralized logistics and distribution services across North Devon.
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| **About the role:-**Barnstaple Furniture Shop:* Manage all aspects of the Barnstaple Furniture Shop/Furniture Warehouse, our logistic services and full line management of the Barnstaple Furniture Shop and Logistics team.
* Make improvements to our ‘Donation to Dispatch’ journey through Continuous Quality Improvement (CQI), focussing on Gift Aid and cost effectiveness. Lead in creating lean and agile processes and procedures to support these improvements.
* Agree an annual budget with the Head of Retail and aim to achieve and exceed budgeted profit target by maximising income and minimising costs.
* Analyse reports across sales and logistics and make changes accordingly which may impact on shop floor layout, pricing and stock holding.
* Generate regular and meaningful key performance information for the Board of Trustees, the Senior Management team and Head of Retail. You should be able to use Word, Excel and Email proficiently.
* Ensure all working practices and processes are fully documented, up to date and communicated, providing training as required adhering to all NDH processes and procedures.
* Provide inspiring line management for the BFS & LM team, including our volunteers by recruiting, developing, training, ensuring all aspects of the business are delivered to the highest standards.
* Set clear, challenging goals for the BFS & LM team, driving performance to ensure all targets and standards are monitored and met.
* Hold regular monthly meetings with team members and including quarterly appraisals and monthly 1-1’s for direct line reports.
* Positively contribute to the Retail Manager meetings and share information and objectives with the BFS & LM Team.
* Maximise the potential of the location by ensuring an ongoing supply of good re-saleable stock by establishing good relationships with donors, suppliers and any other external partner.
* Negotiate prices and terms with ‘new goods’ suppliers as necessary.
* Ensure saleable stock is rotated to any other location as necessary to safeguard our stock levels and storage across the retail estate, including temporary storage.
* Locate temporary storage, as required for overstocks as required.
* Work with the Head of Retail and Retail Operations Manager to identify new locations, including building business cases, to include store layout and design.
* Maintain standards of presentation on the shop floor; ensure high stands of housekeeping, organisation and cleanliness throughout the Furniture Shop and Furniture Warehouse at all times
* Ensure all electrical items are suitable for sale through PAT and Microwave testing before reaching the shop floor. Ensure all items on the shop floor are suitable for sale and fulfil legal requirements ie fire safety, ensure team members are fully trained and hold the relevant qualification to do this.
* Ensure all stock is always safe and secure by developing a suitable and reliable stock management and warehousing system. Ensuring stock loss and damage does not occur.
* Actively participate in quarterly stock takes and stock reviews.
* Working collaboratively with the Retail Operations Manager and the Holsworthy Furniture Centre Manager to ensure there is a pricing strategy in place and this is reviewed annually.
* Work as part of the Retail Management team for Two Rivers, ensuring the site is safe and always positively represented. Deputise for the Head of Retail when required.
* Maintain the premises in accordance with Health and Safety and Risk Management standards and to be responsible for the security.
* Proactively work with the Head of Retail, Retail Operations Manager, Ecommerce Manager and Warehouse Manager to ensure the retail estate maximizes its space and income.

Logistics: * Research, Implement and oversee the centralized logistics services. Oversee all aspects of distribution ensuring all our supporters receive outstanding service at all times.
* Ensure all distribution services are open and running daily across seven days a week.
* To be responsible for the all logistics pertaining to Barnstaple (and surrounding areas) distribution; liaising with customers a variety of supporters and donors, including commercial and individual donors as well as Furniture and new goods suppliers
* Maximise the efficiency of all deliveries and collections, ensuring maximum cost effectiveness and optimum customer service.
* Ensure the Barnstaple vans are maintained in a safe condition, with regular weekly/ monthly checks and kept ready for use.
* Collect/ deliver donated stock or recycling in the absence of the van drivers.
* Manage the distribution of stock to all trading locations including markets/events as required in conjunction with the Retail Operations Manager, Warehouse Manager and all other Trading Managers
* Work collaboratively with Holsworthy and the Warehouse team ensuring timely removal of all recycling and rubbish to our approved merchants weekly.
* To drive in a safe and responsible manner at all times in accordance with the Highway Code..
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| About you:* Passionate about North Devon Hospice
* Passionate about people and customer experiences
* Educated to degree level or with equivalent relevant experience in the following areas: logistics, warehousing, customer services, furniture removals, leadership and management.
* Demonstrable experience of working with Microsoft including Excel and Outlook
* Full, clean driving licence
* General good health and physical fitness - must be able to lift heavy loads, bend, and stretch frequently
* Experience of line managing teams of staff and volunteers
* Accurate, thorough and well organised, with excellent attention to detail
* Motivated, driven and a team player
* Confident, genuine and can be yourself
* A great communicator who is friendly, calm and efficient – even on your busiest days
* Able to bring fresh ideas to the store and open to change
* Take pride in your work and approach all tasks with energy, pace and dedication
* Flexible, supportive and always ready to go the extra mile for your team and our customers
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| Additional Duties1. Provide cover and support to any trading location including temporary trading activities.
2. Attend all meetings as required. Attend Hospice events as required.
3. Promote other types of Income Generation including community fundraising, events, lottery, etc as agreed with the Retail team.
4. Adhere to practices recommended by the Charity Retail Association
5. Undertake such other duties as may reasonably be required in the post.
6. Build on the good name of North Devon Hospice to promote the trading operation for the whole of Retail.
7. This role supports the Head of Retail and will involve close liaison with the Warehouse Manager, Retail Operations Manager, Ecommerce Manager and Trading Location Teams.
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|  Core Competencies* Act as ambassadors 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
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 June 2022