

JOB DESCRIPTION: RETAIL CENTRE OPERATIONS MANAGER
REPORTS TO: AREA MANAGER
ACCOUNTABLE TO: HEAD OF RETAIL
BASED AT: HOLYWELLS ROAD, IPSWICH



Job Summary

- To have over-arching responsibility for the day to day management of the combined retail sales and warehousing activities at the Retail Centre.
- To manage multiple income streams and innovate new sources of income to ensure the continued growth of the business.
- To line manage the Warehouse Logistics Manager to oversee logistics for stock delivery and collection to and from shops, donors' homes and companies.
- To be forward thinking and to demonstrate leadership skills to successfully implement change in a dynamic working environment.
- To work closely with the warehouse logistics manager, the other retail centre, retail area managers, shop managers and other key stakeholders to ensure donated stock is distributed efficiently across the shops and that waste is effectively disposed of.

Responsibilities

- To have overall responsibility for the day to day organisation and running of the retail centre
- Working closely with the retail area managers, the other retail centre and commercial manager, suggesting strategies for increasing income and implementing all agreed strategies and new income generation streams
- Achieve and aim to exceed the agreed financial budgets for income
- Manage Warehouse Logistics ensuring goods in and out are managed efficiently and that stock sorting and pricing of stock for the sales area is carried out effectively and efficiently
- Have a sound knowledge of the items stored and communicate to other retail shops any Surplus stock available
- Ensure high stock density levels are achieved in the retail centre to meet customer demand
- Ensure an effective communication process is in place between volunteers and centre management
- Take responsibility for pricing and communicate these to staff and the volunteer team
- To have overall responsibility for the management, training and support of all staff and volunteers at the retail centre, including health and safety, trading standards, systems and procedures such as Gift Aid
- Provide a high level of customer service at all times
- Understand and promote Gift Aid with donors and customers
- Creating volunteer rotas for the retail area
- Take responsibility for good housekeeping and Health and Safety standards across the Retail centre
- Be proactive in promoting the centre with the local community and communicate with marketing any PR opportunities
- Action all required management requests promptly
- Report any maintenance issues following the agreed procedure
- Maintain accurate and up to date volunteer information ensuring all appropriate forms are completed for starters and leavers. Ensure that the HR Volunteer Team are informed accordingly
- As a member of the wider Income Generation Team working in the community, ensure good communication exists between other members of the Team
- Ensure compliance with all organisational policies, procedures, trading standards and health & safety regulations

- To be responsible for the security of the centre, volunteers and stock
- To act as a key holder for the Retail Centre
- Ensure that the retail area layout and stock mix reflects current trading conditions
- Ensure all monetary systems and cash handling procedures are adhered to
- As part of the wider retail team you may occasionally be required to work in other locations.

Personnel responsibilities

- To recognise indications of staff stress and to inform the Retail Area Manager
- To participate in the induction of all new staff as required
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate

Educational responsibilities

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.

Personal development

- To devise with the Retail Area Manager a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

Organisational responsibilities

- To work at all times within the policies of the Hospice and act within Care Standards at all times.
- To uphold the Hospice and individual team values at all times.
- To ensure effective use of resources.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Please note that this role is subject to a satisfactory DBS check.

Because of the special nature of the Hospice and its work, the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

This job description is not necessarily exhaustive and may be subject to review by the Head of Retail in conjunction with the post holder.



Person Specification

Retail Centre Operations Manager

| Requirement | Essential/Desirable |
|--|---|
| Qualifications & Training <ul style="list-style-type: none"> • Good standard of education in numeracy and literacy | Essential |
| Knowledge & Experience <ul style="list-style-type: none"> • Experience in a commercial customer focused environment • Retail management experience • Experience of people management • Experience in charity retail and managing volunteers | Essential Essential Essential Desirable |
| Specific Skills <ul style="list-style-type: none"> • Managing and exceeding income targets • Excellent leadership, delegation, and organisational skills • Able to adapt themselves to change and engage others in change • Creative and innovative approach to generating income • Good written and verbal skills • Excellent interpersonal and social skills • Good administrative skills • Ability to prioritise and work without supervision • Experience or understanding of EPOS • Experience of Microsoft Outlook/Word/Excel | Essential Essential Essential Essential Essential Essential Essential Essential Essential Desirable Essential |
| Personal Qualities <ul style="list-style-type: none"> • Confidence and maturity • Self-motivating • Resilience, ability to work under pressure and keep to deadlines • Ability to problem solve • Ability to multi-task • Service orientated • Practical and hands-on management style • Flexible (hours, days and location) • Team player • Own transport & current driving licence | All essential |