

JOB DESCRIPTION:**RETAIL CENTRE OPERATIONS MANAGER –
FURNITURE****REPORTS TO:****RETAIL AREA MANAGER****LOCATION:****MARTLESHAM RETAIL CENTRE**

JOB SUMMARY

- Manage the furniture operations, including collections, deliveries, marketing, and financial targets.
 - Oversee daily retail and warehousing operations, focusing on maximizing income and exploring new revenue streams and financial targets
 - Lead and develop a team of staff and volunteers, fostering a positive and productive environment.
 - Manage multiple income streams and innovate new sources of income to ensure the continued growth of the business.
 - Ensure efficient stock management and distribution across all retail locations.
 - Maintain high standards of customer service, and ensure health and safety, trading standards and financial compliance at all times.
 - Collaborate with internal and external stakeholders to promote the retail centre and furniture services.
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OVERALL KEY RESPONSIBILITIES**Safeguarding responsibilities**

- Demonstrate a commitment to keeping adults and young people safe
- Report any disclosure made to you to the appropriate person
- Report any safeguarding concerns in the workplace to the appropriate person
- Maintain an awareness of the Hospice's policies in relation to safeguarding

Financial responsibilities

- Responsible for all financial targets across Retail Centre and Furniture
- Compliance of all financial policies, procedures and systems
- Responsible for pricing of all donated goods
- Ensuring Gift Aid is promoted to maximise income

Strategic Support

- 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
- Support donation campaigns and fundraising initiatives
- Identify and implement improvements in logistics operations to reduce costs and increase donation throughput

Team Leadership & Volunteer Coordination

- To have overall responsibility for the day-to-day organisation and running of the retail centre and furniture operation
- Provide training and support to staff and volunteers to uphold safety and customer service standards.

Customer & Donor Engagement

- Ensure high stock density levels are achieved in the retail centre to meet customer demand

- Be proactive in promoting the centre & Furniture operation with the local community and communicate with marketing any PR opportunities
- Promote the values of Elizabeth Hospice by representing the organisation professionally in the community and to promote gift aid with donors/customers

Health & Safety & Compliance

- Take responsibility for good housekeeping and Health and Safety standards across the Retail centre
- Maintain compliance with health and safety standards in all handling and transportation processes.
- Implement safe lifting and moving practices to reduce injury risk to staff and volunteers.

Additional Key Responsibilities for Furniture Operation

Logistics & Operations

- Coordinate the collection and transportation of donated furniture from donors to retail outlets, or directly to customers.
- Manage vehicle schedules, driver routes, and loading/unloading operations to maximise efficiency and cost-effectiveness.
- Ensure vehicles and equipment are properly maintained, safe, and compliant with relevant regulations.
- Oversee inventory management for furniture donations, including tracking stock levels and ensuring accurate records in logistics systems.

Team Leadership & Volunteer Coordination

- Supervise a team of drivers, warehouse staff, and logistics volunteers.
- Provide training and support to staff and volunteers to uphold safety and customer service standards.
- Work collaboratively with store managers and donation center teams to coordinate deliveries and pickups.

Customer & Donor Engagement

- Serve as a point of contact for large furniture donors, ensuring a professional, courteous pickup experience.
- Communicate clearly with hospice staff and retail customers about delivery timelines and service expectations.
- Promote the values of Elizabeth Hospice by representing the organisation professionally in the community and to promote gift aid with donors/customers

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

Because of the special nature of the Hospice and its work the postholder 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 Retail Area Manager in conjunction with the postholder.

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"> Proven retail management experience in a commercial, customer-focused environment. Experience of people management Experience in charity retail and managing volunteers 	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 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

O U R V A L U E S



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