

JOB DESCRIPTION:
REPORTS TO:

RETAIL BUSINESS MANAGER
ASSOCIATE DIRECTOR OF RETAIL &
BUSINESS DEVELOPMENT
BRAMFORD ROAD RETAIL OFFICES

BASED AT:



Job Summary

To head up and have oversight of the Retail Central Operations team, to aid and support in operational activity across the portfolio, to lead on new technology advances and review of systems, processes and procedures.

To lead on the strategic growth of new goods sales including managing the purchasing, processing, administration and distribution of new goods for all retail outlets. To develop commercial activity within the portfolio whilst pursuing new opportunities within the market place.

To be commercially aware of income / expenditure lines within key areas of responsibility and provide a high standard of service and satisfaction to both internal and external customers.

To oversee and line manage all retail Gift Aid activity, ensuring optimum income into the business. To line manage and oversee retail supporter services and office administrative activity.

To work alongside the Associate Director of Retail and Business Development on new retail strategic and business development – to offer support in data, report writing, investigative work and business case delivery.

To play a collaborative role in retail senior Management decision making.

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

ROLE RESPONSIBILITIES

- Working with the Associate Director of Retail and Business Development, develop a strategy for the sale of new goods, identify and recommend potential new lines and types of products to enhance or supplement the core range of bought in goods.
- Regularly review the level of stock within the business and assess the rates of sale.
- Oversee all logistical movement of new goods stock, distribution and reallocation.
- Identify slow selling lines and to manage the clearance of this stock and discontinue from the range.
- Manage, purchase buys for Christmas and mail order
- Grow product offer for the ecommerce platforms including the online shop, ebay, Amazon and develop the awareness through selling of new goods product.
- Supply and identify opportunities for promotion and selling of new goods at retail led events.
- Fulfil requests from third party sellers and supply stock on a sale or return basis. Manage financial process ensuring all stock is accounted for.
- Liaise with Area Managers/ shop teams to ensure stock mix matches store profile.

- To work with retail management to ensure bought in goods / gift aid income targets are achieved by tracking performance throughout the year, agree plan of action for poor performing areas.
- Manage the new goods expenditure budget and ensure maximum profit and return on investment is achieved through margin control.
- Complete stock audits as required / lead on full retail annual stocktake.
- Review the margins agreed with suppliers and negotiate an improvement in terms whenever possible.
- Ensure reviews of current retail systems, manage potential suppliers, make recommendations and manage implementation of any new system and subsequent updates to maximise support for the shops.
- Have oversight of waste and recycle management programmes and platforms – make recommendations on waste reduction.
- To be commercially aware of current trends in the wider retail market by: attending trade and supplier network events, close contact with current and potential suppliers. Feedback from C.R.A., online and other charities.
- Prepare statistics relating to competition and research growth areas and key findings within the industry.
- To make sure a clear understanding of trading laws and trading standards relating to the selling of new goods product, and gift aid compliance. To make full use of EPOS data to manage and report on budget performance and stock. Liaise with EPOS supplier to have full understanding of the capabilities of the system and to work with them by reporting issues and making suggestions for improvements.
- Train and support retail field and Shop Managers on new procedures on new retail systems, processes and procedures.
- To oversee all gift aid activity within the business – ensuring compliance, training and processes are implemented across the portfolio.
- Line management of the Gift Aid coordinator – ensuring supervision/ training and support is given when required. Promote all new gift aid incentives to enhance income activity including new technology advancements.
- To line manage the Retail Central Operations Manager, ensuring high levels of project work are completed in a timely manner
- To have an understanding of gift aid regulations including all HMRC and industry compliancy.
- To be lead contact for all retail operating systems including IT, Till systems and back office.
- To line manage the daily activity of the retail support coordinator, ensuring administrative and supporting works are given across the retail portfolio.
- Responsibility of overseeing data and reporting requirements for retail departments.
- To provide reports, project papers at the request of the Associate Director of Retail and Business Development for responsibility areas.

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 participate in the Hospice education programme and attend training courses as required
- To respect at all times, the confidentiality of information covering patients, staff and volunteers
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate
- 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

Because of the special nature of the Hospice and its work, you 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 LINE MANAGER IN CONJUNCTION WITH THE POSTHOLDER

Person Specification
Retail Business Manager

Requirement	Essential/Desirable
Qualifications & Training <ul style="list-style-type: none"> Educated to A level or equivalent, alternatively have proven work experience with transferable skills. Business administration qualification 	<p>Essential</p> <p>Desirable</p>
Knowledge & Experience <ul style="list-style-type: none"> Previous experience in a busy administrative role, incorporating the need for accurate word-processing, data entry, use of spreadsheets and databases as well as accurate record keeping. Budget management experience Experience of buying items for resale working within agreed budgets and performing against agreed targets Experience working in a charity environment Experience in a customer focused environment Experience of co-ordinating multiple projects simultaneously to meet deadlines. Previous experience of leading, motivating a team of volunteers Previous experience within charity gift aid processes and compliancy Experience of line managing a team with diverse roles Experience of working with databases and EPOS systems Proven experience of implementing new processes or best practice across numerous teams based in different geographical locations 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
Specific Skills Administration <ul style="list-style-type: none"> Accuracy and attention to detail Forward planning and prioritizing Analytical skills Ability to create and update financial reports Communication <ul style="list-style-type: none"> Effective verbal and written communication skills Ability to contribute to the development of relationships with suppliers and shops supported via telephone, email and face to face. IT/Technical <ul style="list-style-type: none"> Confident user of Microsoft Office packages, Excel, Word and Outlook. Using the internet to research market trends and ability to find potential suppliers for a full range of new goods items 	<p>All Essential</p>

<ul style="list-style-type: none"> • Ability to utilise electronic point of sale data to record and manage the receipt, sale and movement of stock <p>Organisational</p> <ul style="list-style-type: none"> • Strong organisational skills and ability to multi-task, think on feet and cope with pressure. • Ability to work independently and to deadlines. • Ability to work on own initiative and as part of a team 	
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Confident and mature attitude • Self-motivated • Flexible and a team player • Personable and friendly • Creative thinker and problem solver • Enthusiasm and demonstrable interest in the work of St Elizabeth Hospice • Positive and willing to 'pitch in' as required 	All Essential

