

st elizabeth hospice

Job title:	Retail Project Coordinator
Reports to:	Retail Business Manager
Department:	Retail
Based at:	St Elizabeth Hospice

Job summary:

Working with the Retail Business Manager on project management delivery for the wider retail team. To coordinate and develop current and new income streams. To manage purchasing, processing, administration and distribution of new goods for retail outlets. To be commercially aware of income/expenditure lines within key areas of responsibility and provide a high standard of service and satisfaction to all stakeholders.

Safeguarding responsibilities:

- To demonstrate a commitment to keeping adults and young people safe
- To report any disclosure made to you to the appropriate person
- To report any safeguarding concerns in the workplace to the appropriate person
- To maintain an awareness of the hospice's policies in relation to safeguarding

Key responsibilities:

- Deputise for the Retail Business Manager in their absence.
- To assist on retail projects and aid in the planning and execution of business plans.
- To provide support to the wider team on operational outputs and new initiatives
- To coordinate general project planning including new shop openings.
- Regularly review the level of stock for all lines of bought in goods and to assess the rates of sale.
- Target optimum time to place replenishment orders and determine the quantities to be distributed to each outlet.
- Work with the Retail Business Manager to purchase buys for seasonal and external events.
- 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 Retail Business Manager, Retail Area Managers, and Shop Managers to ensure stock mix matches store profile.
- To work closely with the Retail Support Coordinator to identify where the held stock is and to assist in managing the movement and distribution of items.
- To work with retail management to ensure bought in goods income targets are achieved by tracking performance throughout the year.
- Manage the expenditure budget to be within the agreed level.

- To work with Retail Business Manager to determine a month-by-month expenditure forecast and to track achievement.
- To work with the Retail Business Manager to make provision in the budgets to clear discontinued lines.
- To work with the Retail Business Manager to identify the overall number of week's stock held and keep this within agreed parameters.
- Complete stock audits as required / lead on full retail annual stocktake.
- Produce monthly sales/stock information for retail team.
- To be aware of current trends, fashions and popular items in the wider retail market by attending trade & supplier network events and close contact with current and potential suppliers.
- 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.
- To make full use of Cybertill EPOS data to manage and report on budget performance and stock.
- To work closely and develop good working relationship with all internal teams as well as shops and retail management. Which will include occasional travel to various hospice locations.

Responsibilities for all staff:

- Act as a positive ambassador for St Elizabeth Hospice
- Where the postholder is a member of a professional body, comply to the professional standards set by that body. Ensure registration is current and practice continuous professional development.
- 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 standards of care and engagement.

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 Project Coordinator

Requirement	Essential	Desirable
Qualifications & training	Educated to GCSE level or equivalent, alternatively have proven work experience with transferable skills.	Business administration qualification/experience.
Knowledge & experience	- 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 in a customer focused environment. - Experience of co-ordinating multiple projects simultaneously to meet deadlines. - Experience or understanding of EPOS.	- Experience working in charity retail. - Previous experience of working with volunteers.
Specific skills	Administration - Accuracy and attention to detail. - Forward planning and prioritising. - Analytical skills. - Ability to create and update financial reports. Communication - Effective verbal and written communication skills. - Ability to contribute to the development of relationships with suppliers. IT/Technical - 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. - Ability to utilise electronic point of sale data to record and manage the receipt, sale and movement of stock.	

	Organisational • 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	
Personal qualities	• 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. • Current driving licence and access to own transport.	