

South Bucks Hospice – Job Description

Job Title	RETAIL AREA MANAGER
Hours of work:	37.5 hours per week, part-time considered
Work days:	Monday to Friday with occasional weekend support required
Department:	Retail
Work Location:	Butterfly House
Reporting to:	Chief Executive Officer
Date of issue:	October 2021

Job Purpose

- Area Manager for South Bucks Hospice’s retail operation providing leadership, management and retail expertise
- Overseeing see all aspects of the retail operation including the management of the local teams, department activities, compliance and operational requirements to delight customers
- Identifying and recommending new retail opportunities and lead their implementation
- Achieving all agreed targets to maximise profits
- Recruiting, training and management of staff and volunteers

Key Responsibilities

Key Result Areas

- Drive the achievement of all sales targets, working in close conjunction with shop managers to ensure consistency and compliance
- Deliver revenue growth and profitability
- Identify and recommend new retail opportunities taking into consideration local market conditions and competitor activity
- Identify and play a lead role in implementing any approved new initiatives to increase income
- Develop Gift Aid sign up to maximise the available funding opportunities
- Develop the hospice’s online retail presence to increase net income to the charity
- Create effective relationships with colleagues, customers, traders and the local communities to the benefit of South Bucks Hospice
- Preparation of retail business plans, financial projections and budgets
- Ensure adherence to agreed pricing policy and stock control measures
- Ensure the shops are well stocked at all times and all goods on display are clean, saleable, PAT tested and well presented
- Arrange transfer of stock between shops where necessary
- Ensure that all contractual obligations within leases are met and oversee any refurbishment work
- Agree an annual retail marketing calendar and ensure that all stores consistently reflect this in presentation standards and promotion
- Appropriate management of the team to ensure operational effectiveness including staff appraisals, performance management, training and health and safety, training and coaching
- Manage and motivate the team and create a positive environment resulting in a working environment that is clean, organised and suitable to support shop trading
- Maintain effective staffing levels at all times and recruit volunteers and provide relief cover as required
- Ensure that all staff are fully trained and training is reviewed to ensure compliance
- Quick and successful resolution of all customer queries and complaints and escalate where necessary
- Actively supporting the acquisition and engagement of Volunteers in all locations.

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- Ensuring the retail operation complies with all relevant legislation, best practice and South Bucks Hospice’s policies and procedures
- Develop and review all retail policies, procedures and handbooks and recommend any changes to the Chief Executive Officer
- Support the Hospice Lottery Partnership through the sale of lottery tickets to meet agreed targets
- Support fundraising events through providing merchandise and personnel
- Provide monthly activity reports to the Chief Executive Officer

Behavioural Values

- Appreciates the impact that decisions and actions have on the business
- Able to ensure that objectives or tasks are delivered on time and to an agreed quality
- Crucial front line operational role as part of team that delivers high quality services to a range of customers
- Pro-active and responsive to requirements to customers and colleague; a team player
- Fully understands internal and external customer expectations and requirements, and works to ensure these are exceeded and delight customers
- Demonstrable knowledge and interest in retail and reuse
- Takes the initiative to work across boundaries to resolve challenges
- Demonstrates commitment and loyalty to South Bucks Hospice
- Self-motivated individual with strong customer focus
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written
- Uses original and creative thinking to make improvements or support the initiation of new approaches
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice
- Does the right thing for the long term success of South Bucks Hospice

Essential Requirements

- Previous retail management experience, ideally in a charity environment and multi-site location
- Able to develop action plans to deliver key priorities within specified deadlines
- Demonstrate a consistent high standard of work and attention to detail
- Able to build and sustain effective relationships with a range of stakeholders
- Customer service focussed
- Good team player with a collaborative approach to work
- Effective communications with colleagues and management
- Excellent written and verbal communication skills
- Computer literate with good IT knowledge in Word, Excel and using Outlook
- Approachable and accessible
- Work co-operatively and productively with others, to achieve results
- Punctual and presentable
- Willing to learn
- Calm temperament under pressured conditions
- Full valid driving licence as travel is required

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

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Name of Job Holder

Signed by Job Holder

Date
