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| **Title:** | Retail Development Manager |
| **Hours of Work:** | 37.5 hours per week |
| **Hospice Grade:** | Band 6b |  Grade (pts 25-29) |
| **Responsible to:** | Head of Income Generation and Marketing |
| **Accountable to:** | Director of Corporate Services |
| **Minimal qualifications:** | GCSE Grade 4 or above in English and Maths |
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| **Aim:**The Retail Development Manager is an integral part of Springhill’s income generation team and is responsible for maximising the income, profit and sustainability of our services company (retail activity) through the effective management of our people, resources and budgets.The Retail Development Manager is responsible for the management of our retail operation including our charity shops, online activity, new goods operation, and administration support. |
| **Planning and strategy:** |
| 1. Provide expertise, leadership, vision and guidance to drive forward the strategic direction of our retail operation to deliver outstanding performance across our charity retail portfolio.
2. Lead on the development, implementation and evaluation of an ambitious and achievable strategy, underpinned by a strategic working plan to include defined and measurable objectives and KPIs, ensuring that the appropriate resources, systems, and guides are in place to grow income, while ensuring compliance with regulation and best practice.
3. Develop, implement and manage the necessary policies, procedures and controls to ensure the financial and administrative processes are in place to deliver an efficient retail operation.
4. Work with the Head of Income Generation and Marketing to plan, set and manage the annual retail operating budget and work to deliver this
5. Lead on the expansion of the existing retail portfolio of shops and commercial activity: including but not limited to sourcing, costing and planning of new retail activity.
6. Work with the Volunteer Co-ordinator to create a programme of retail volunteer recruitment and management.
7. Work with the Fundraising Manager to achieve shared fundraising and retail objectives across income generation to maximise income.
8. Work with the Marketing and Communications Team to develop a shops brand and social media/online presence, ensuring the messaging and quality is in keeping with Springhill’s brand guidelines.
9. Maintain an up to date knowledge of the charity retail market and the activities of other local organisations to identify market gaps and new opportunities.
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| **Operational:** |
| 1. Lead, support and motivate the retail team, managing performance or conduct issues as required – this includes direct line management of the Retail Team.,
2. Ensure that timely and appropriate communication and feedback mechanisms are in place for retail staff and volunteers.
3. Deal with all property matters in respect of their on-going management and maintenance.
4. Take overall responsibility for the warehouse function, sorting and transport operations, maintain sufficient stock levels and maximise income from all areas of retail activity.
5. Chair regular Retail Team meetings and to represent our retail activity at all other relevant meetings/forums including those with third party supporters/suppliers.
6. Promote and develop an excellent customer service ethic across the business ensuring this is monitored through initiatives such as mystery shopping.
7. Ensure Gift Aid procedures, processes and claims are completed within the agreed time frames.
8. Oversee the management of shift scheduling to ensure rotas are planned correctly and in line with the requirements of the Hospice’s retail operation.
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| **Reporting and compliance:** |
| 1. Monitor and evaluate the commercial performance of each shop/retail income stream reporting data to the Head of Income Generation and Marketing.
2. Use a structured approach to using data in the analysis of sales.
3. Ensure all investigations into reported accidents, incidents and near misses are carried
4. out without delay and appropriate action is taken to prevent a reoccurrence.
5. Ensure investigations into complaints and expressions of dissatisfaction are carried out without delay and appropriate action is taken to prevent a reoccurrence.
6. Ensure appropriate practices, audits, and risk assessments are developed and implemented so that we comply with, and can evidence adherence to, but not limited to, all Health and Safety, trading laws and HMRC regulations.
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**General** |
| 1. Develop a close working relationship with staff and volunteers who work within the Income Generation and Marketing Team, and the wider Hospice Team ensuring that a positive view of the Hospice is promoted at all times.
2. Maintain excellent lines of communication internally with all staff and volunteers; and externally with stakeholders and supporters.
3. Act as an ambassador for Springhill Hospice.
4. Be willing to undertake training as part of your professional development to meet the demands of the role.
5. Participate in the Hospice education and training programmes including mandatory training.
6. To read, understand and comply with all Hospice policies and procedures, applying the principles as appropriate to role.
7. To be aware of individual specific responsibilities in respect of the Safeguarding of Vulnerable Adults, in relation to role.
8. Undertake any other duties as appropriate to the role.
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This Job Description may be reviewed with the post-holder in line with the development of the Organisation.

Springhill Hospice is a registered charity. All staff members are expected to contribute to fundraising activities for the benefit of the Hospice.

Springhill Hospice is an equal opportunities employer and has a No Smoking Policy.

Some posts are subject to a Disclosure & Barring Service/POVA check. If you require more information on this please refer to [www.homeoffice.gove.uk/dbs](http://www.homeoffice.gove.uk/dbs)

**For internal use only:**

The contents of this Job Description have been discussed and agreed with my Line Manager.

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| Name of Postholder:  |
| Signature of Postholder:  | Date:  |
| Signature of Line Manager:  | Date:  |