**Job Description**

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**Title: Retail Area Manager (County)**

**Location: Working From Home**

**Reporting to: Head of Retail**

**Responsible for: Shop Managers**

**Grade: C5**

Our Vision

Our vision is a world where dying with dignity, compassion and having choices is a fundamental part of a life

Our Mission

Our mission is to ensure all individuals facing the end of their life in Lincolnshire receive dignified, compassionate care when they require it and where they ask for it.

Our Values

Aiming High

We reach for excellence and set the standard for others to follow. Celebrating individual and collective success and actively looking for ways to be even better.

Being Courageous

We push boundaries and provide challenge - standing up for what is right and supporting others to make a difference across all aspects of our work.

Working Better Together

We recognise the power of community; building connections and relationships which help us make a positive contribution. Respecting and valuing all contributions - we are ONE team, united and inspired by our common purpose.

Having Heart

People are at the centre of all we do. We’re proud of our ability to work in tough situations with resilience, empathy and kindness.

Doing It Right

We are ethical, honest and use resources respectfully. Taking responsibility for our actions and doing what we say we’ll do - we challenge others to do the same.

**Job Purpose**

**All St Barnabas Shops staff play a key role in generating care-giving funds for the Hospice, focusing on income generation and keeping costs to a minimum, engaging with the local community to raise awareness of the support St Barnabas delivers, following the Trust’s values and acting with positivity and professionalism – everyone playing their vital part in the success of the whole.**

Working with the Head of Retail, the Retail Area Manager’s purpose is to focus on providing effective leadership of a portfolio of St Barnabas shops, to enable them to deliver maximum profit from donated sales, Gift Aid and other income streams. You will be responsible for creating and maintaining a sense of independence, initiative and ownership of the staff for their shops. You will nurture a positive and proactive working environment focusing on professionalism, teamwork and co-operation, working towards continual improvement, high standards and achieving financial goals.

**Key Responsibilities**:

The role will focus on key areas:

* People management
* Financial awareness and performance
* Income Generation
* Cost Control
* Stock generation
* Logistics management
* Health and Safety

**Main Duties and Responsibilities**

People

* With support from the Head of Retail, lead shop staff with positivity and enthusiasm, being a strong role model and inspiring a culture of team spirit, best practice, promoting St Barnabas values and a passion for all aspects of the business
* Provide professional retail expertise to the shop teams, with advice, support, training, coaching and mentorship for individuals to reach their full potential
* Develop focused KPIs for the shop teams to ensure performance is monitored, acknowledged or action taken to improve
* Conduct effective and timely performance management (including competence) of staff in line with Trust policy and procedure, including shop visits and 1-2-1s
* Working with HR, participate in recruitment of retail staff
* Working closely with the shop teams and Volunteer Services Department to oversee and monitor effectiveness of volunteer recruitment initiatives, and ensure shop teams focus on training and retention of volunteers including keyholder roles
* Oversee all staff complete their timesheets and mandatory training in a timely manner
* Manage the staff team as per the Trust’s policies including sickness absence, holidays, performance, disciplinary, training, coaching etc.
* Plan, participate, lead and contribute to regular retail business meetings
* Working with the Head of Retail, the other Area Manager and Superstore Manager ensure effective and timely 2-way communication of information and updates to and from the shop teams
* Work with the other Area Manager to oversee effective staff and volunteer duty rotas ensuring full coverage of the shops and van routes during agreed trading days/times
* Effectively deal with all customer issues, complaints in a timely and professional and courteous manner. Escalate to Head of Retail if necessary.

Financial

* Up to date and accurate knowledge of donated sales, Gift Aid and online platform performances against targets for their shop portfolio
* Working with their teams, develop strategies to counter underperformance and monitoring of success of these approaches
* Work closely with Head of Retail and Finance Manager in preparing, analysing, understanding and working with financial performance reports, to monitor sales, costs, profit, space management etc are at optimal levels

Income generation

* As a minimum, ensure shops in their portfolio achieve income, expenditure and profit contribution budgets as per agreed targets
* Put income generation at the heart of their shop team’s responsibilities – motivating the teams to focus on donated sales and Gift Aid, ensuring HMRC rules are adhered to at all times
* Oversee their shops involvement in and support of various online sales channels including Ebay, Amazon, Depop, Ziffit etc following best practice, plus other streams e.g. local auctions etc
* Ensure first class customer service levels are maintained at all times instore and online (where applicable), with positive engagement with customers, donors and supporters
* Constantly explore new avenues, platforms and opportunities for increasing income generation working with other Trust departments and external companies, outlets, channels, organisations etc

Stock

* Oversee their shop’s implementation of stock generation initiatives, working with local community
* Monitor their shop teams are identifying the most valuable revenue stream for their stock
* Ensure the shops are maximising income from recycling and minimising waste disposal costs with minimal impact on the environment
* Oversee the correct presentation of their shops, ensuring display and stock density plus rotation are as per expectations
* Oversee correct pricing strategies to ensure maximum income and sales
* Oversee the correct use of the back-office stock management system, and work closely with the Superstore Manager to give support to the shop teams
* Work with the other Area Manager, Superstore Manager and Retail Administrator to ensure logistics are following agreed schedules, ensuring stock movement efficiency at all times

Other

* Monitor and maintain high standards of Health and Safety following Trust and national policies and procedures and use Trust reporting channels where applicable
* Monitor the shops to ensure high standards of security, maintenance and housekeeping of the buildings are maintained at all times. Regularly check all site checks are being completed and recorded as per schedule
* Monitor the shops ensuring high standards of cash handling, banking, stock control and staff purchase policy
* Develop and maintain strong working relationships with various Trust departments including HR, Finance, IT, Maintenance and Marketing
* Confident and accurate use of Trust and Retail systems including CRS, Cascade, Datix, Exchequer, x365, Microsoft Teams and Office Suite etc
* In-depth knowledge and experience of social media platforms, their management and best use
* To have a clear understanding of what St Barnabas Hospice does as a charity in the local community, and the essential role the charity shops play in ensuring this care continues

**Additional Duties**

All employees of the St Barnabas Hospice Trust (Lincolnshire), St Barnabas Promotions Ltd. and St Barnabas Shops Ltd., all hereafter referred to as employees of “the Trust”, are expected to comply with the general duties detailed below:

**Infection Control and Prevention**

All employees of the Trust are required to:

* Maintain a clean and safe environment, minimise risks of infection, report infection control issues of concern to their line manager and attend mandatory infection prevention training.
* Work in accordance with their local infection control procedures and in adherence to the Code of Practice for the Prevention and Control of Healthcare Associated Infection as outlined in the ‘Health and Social Care Act 2008’.

**Safeguarding Children, Young People and Vulnerable Adults**

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. For further details please refer to the 'Safeguarding Vulnerable Adults Policy and Procedure' and to the 'Safeguarding Children Procedure'. Should you have any concerns about any child or vulnerable adult that you encounter in the course of your St Barnabas duties, please report these to your line manager and / or to the Family and Carers Support Services team.

**Health & Safety**

All employees responsible and accountable for ensuring that:-

* They work safely in accordance with any relevant and appropriate training, safe systems of work, procedures and/ or rules in force in their workplace.
* They co-operate with the Trust in matters of health and safety and take care of their own health and safety and do not endanger other by their acts or omissions
* They wear and use, at all times, the appropriate personal protective equipment provided and use all safety devices, guards etc. provided to make safe any plant and equipment.
* They immediately report defective equipment /machinery onto the Trust’s maintenance helpdesk system and isolate the equipment so that it cannot be used. Once the situation is safe then the line manager must be informed.
* They immediately report any unsafe acts or conditions using the Trust’s dedicated reporting system and bring it to the attention of their line manager.
* Report any ongoing unsatisfactory responses of maintenance or safety issues to the Health and Safety Manager.
* Maintain their working and welfare environment in a clean and tidy condition.

Whilst the aim of the Trust is to promote a co-operative and constructive view of Health and Safety, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**General Policies, Procedures and Practices**

All employees of the Trust are expected to comply with all Trust policies, procedures and practises and are responsible for keeping up-to-date with any changes to these.

**Duty of Candour**

All employees of the Trust are required to:

* Be honest, open and truthful in all their dealings with patients and the public and ensure that organisational and personal interests are never allowed to outweigh the duty to be open, honest and truthful.
* This supplement to your job description should be regarded as an additional guide to the duties you are required to perform and is not intended to be definitive or restrictive in any way and does not form part of the contract of employment.

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**Person Specification**

**Role: Retail Area Manager (County)**

**Accountable to:** Head of Retail

**E** - Essential **D** – Desirable

**Education and Qualifications**

|  |  |
| --- | --- |
| * GCSEs at grade C or above in at least English and Maths or equivalent standard of education or vocational qualification
 | **E** |
| * NVQ or equivalent in a retail/commercial or customer led area or a qualification in a fashion-based area
 | **D** |

**Knowledge and Experience**

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| --- | --- |
|  |  |
| * 5 years’ experience in a commercial retail/charity retail environment
 | **E** |
| * At least 3 years proven people management experience of a team larger than 3 staff remotely
 | **E** |
| * Proven financial target performance
 | **E** |
| * Proven knowledge and experience of setting and monitoring effective performance platforms
 | **E** |
| * Proven knowledge and experience in dealing with recruitment, training, coaching and discipline of staff
* Experience of using/managing a till EPOS and stock control system
 | **E****E** |
| * Knowledge and/or experience of a warehouse/logistics environment
* Knowledge of High Street and vintage fashion
 | **D****D** |
| * Knowledge and experience of Health and Safety, manual handling and Trading Standards
 | **D** |
|  |  |

**Personal Skills and Experience**

|  |  |
| --- | --- |
| * Strong organisational skills
 | **E** |
| * Excellent people skills
 | **E** |
| * Strong and effective communication skills
 | **D** |
| * Experience of working with volunteers
 | **D** |
| * Able to maintain a high-volume workload, focusing on a number of tasks and able to make quick decisions and deliver to strict deadlines
 | **E** |
| * Strong IT and Online Sales skills
 | **E** |
| * Good local geographical and logistical awareness
 | **D** |
| * Awareness/knowledge of antiques/collectables/furniture/fashion
 | **D** |
| * Hold a clean, valid driving licence
 | **D** |
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**Specific Requirements**

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| --- | --- |
| * Availability to work weekends
 | **E** |
| * Use of a vehicle for business use
* Be prepared to travel to cover a shop location within 30 miles of home
 | **E** |

**Job Description Agreement**

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

 **Signature Date**

**Job Holder:**

**Line Manager:**

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