

## Job Description

<b>Job Title</b>	<b>Grade/Salary</b>
Retail Development Manager	£28,000 - £30,000 FTE
<b>Accountable to</b>	<b>Responsible for</b>
Head of Retail	Members of the Retail Logistics Team

### Job Purpose and Role

This is a new role for a fixed term to lead on new developments, initiatives and projects across our retail department in order to improve our efficiencies and grow income.

To work closely with the Head of Retail to be able to deliver on the yearly strategic objectives. This includes but is not limited to; implementing change initiatives to enhance current shop performance, embedding a house clearance operation and opening of new stores when opportunities present themselves.

You will line manage and work closely with the team of van drivers our enhance our efficiencies and maximise revenue from donated goods.

### Main Duties and key result areas

General duties	<ul style="list-style-type: none"> <li>• Be the lead on all new projects and initiatives within the retail department.</li> <li>• Develop and lead change initiatives across our network of shops to help achieve the shop income and expenditure budgets. To generate maximum profits through the effective management of the shops, through coaching and identifying skills and opportunities for development.</li> <li>• Work with Area Managers to lead the shops sales teams to maximise sales profits by setting and maintaining standards of merchandising, stock control and customer care.</li> <li>• Lead and line manage the logistics team to ensure maximum stock availability through embedding a new distribution logistics to effectively control of stock flow into and out of the shops.</li> <li>• Provide direction and support to Area Managers and shop teams to actively promote Gift Aid to maximise contributions from donations.</li> </ul>
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- Proactively recruit volunteers, for those shops which need.
- Prepare and complete all administration in relation to new projects and initiatives, including but not limited to, project plans, business cases and reviews.
- Lead on expanding our program of events and pop-up shops.
- Ensure all security and Health and safety policies and procedures are adhered to provide a safe and secure shop environments for staff and customers.
- Plan and organise daily workload to ensure all projects and initiatives are delivered on time and to budget.
- Actively participate in two-way communication sharing and exchanging relevant and appropriate information with the Area Managers, Head of Retail, Van team and retail Admin team.
- Working in partnership with other departments to promote all aspects of the work of the Hospice.
- Be the data protection lead for retail.
- Communicate Teesside Hospice services to the shop team and the local community.
- As Retail Development Manager you may be required to conduct other duties as required.

## Delivering to our Values

### Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

### Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

### Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

### Skilled

- Having and showing the knowledge, ability or training to work well
  - Seeking opportunities to learn from a wide range of sources
  - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

### Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*



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### All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

**Signed** ..... **Date** .....

**Print name** .....



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## Person Specification

Attribute	Detail	Essential or Desirable
<b>Skills &amp; Abilities</b>	Excellent communication skills and the ability to form and maintain relationships with customers, volunteers and colleagues	<b>E</b>
	Proven ability to turn around underperforming stores through planning, executing and monitoring	<b>E</b>
	Organisational skills	<b>E</b>
	Time Management – ability to prioritize tasks and manage multiple projects	<b>E</b>
	Budget and Resource management – managing budgets and allocating resources effectively	<b>E</b>
	Risk management and problem solving	<b>E</b>
<b>Knowledge &amp; Experience</b>	Proven track record of ability to translate goals into actionable plans in retail	<b>E</b>
	A good understanding of data protection and confidentiality	<b>E</b>
	IT Literacy	<b>E</b>
	General administration skills	<b>D</b>
	Knowledge of Health & Safety	<b>D</b>
<b>Education &amp; Qualifications</b>	Ability to travel independently across the geographical area covered by the role	<b>E</b>
	Demonstratable experience in project management in a retail environment	<b>D</b>
	Experience of the Charity Retail sector	<b>D</b>
<b>Personal Attributes/ Key skills</b>	Self-motivated and proactive	<b>E</b>
	Resilient under pressure	<b>E</b>
	Results-orientated	<b>E</b>
	Strong interpersonal and relationship building	<b>E</b>
<b>Other</b>	Ability to travel independently across the geographical area covered by the role	<b>E</b>
	Experience of working with volunteers	<b>D</b>
	An understanding of, and empathy for, the work of Teesside Hospice	<b>D</b>



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