

Job Description

Job Title	Grade/Salary
Retail Development Project Manager	£31,000-£35,000 FTE
Accountable to	Responsible for
Head of Retail	Members of the Retail Logistics Team

Job Purpose and Role

This is a new role for a fixed term to be the lead project manager for new shops, initiatives and projects across our retail department.

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; opening of a new flagship store, embedding a new distribution operation and implementing change initiatives to enhance current shop performance.

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

You will work with the Head of Retail to identify and when approved, open new retail opportunities across the Teesside area.

Main Duties and key result areas

General duties	<ul style="list-style-type: none"> • Be the lead on all new projects and initiatives within the retail department including opening of a new Flagship Superstore. • 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. • 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.
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- Lead and line manage the logistics team to ensure maximum stock availability through embedding a new distribution hub to effectively control of stock flow into and out of the shops.
- Provide direction and support to Area Managers and shop teams to actively promote Gift Aid to maximise contributions from donations.
- Proactively recruit volunteers, when new shops are opening as part of the new shops project plan.
- Monitor and control variable costs associated with new shops and projects in accordance with set targets to maximise the profitability of the shop.
- Prepare and complete all administration in relation to new projects and initiatives, including but not limited to, project plans, business cases and reviews.
- 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.
- Communicate Teesside Hospice services to the shop team and the local community.
- As Retail Development Project 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
Skills & Abilities	Excellent communication skills and the ability to form and maintain relationships with customers, volunteers and colleagues	E
	Project management Expertise – proven ability to plan, execute, monitor and close projects	E
	Organisational skills	E
	Time Management – ability to prioritise tasks and manage multiple projects	E
	Budget and Resource management – managing budgets and allocating resources effectively	E
	Risk management and problem solving	E
Knowledge & Experience	Working retail understanding – ability to translate goals into actionable plans	E
	A good understanding of data protection and confidentiality	E
	IT Literacy	E
	General administration skills	D
Education & Qualifications	Demonstratable experience in project management in a retail environment	E
	Experience of the Charity Retail sector	D
Personal Attributes/ Key skills	Self-motivated and proactive	E
	Resilient under pressure	E
	Results-orientated	E
	Strong interpersonal and relationship building	E
Other	Ability to travel independently across the geographical area covered by the role	E
	Experience of working with volunteers	D
	An understanding of, and empathy for, the work of Teesside Hospice	D



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