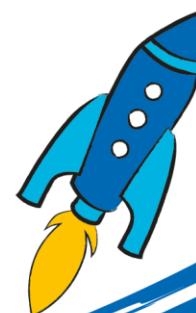


Retail Operations Manager

Candidate Briefing Pack



Dear Candidate

Thank you for your interest in becoming a Retail Operations Manager at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work. We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities and complex health needs.

As a Retail Operations Manager, you will report to the Head of Retail. Your role will be to lead on Health and safety and compliance of the shops estate. To lead on development of new income streams, Retail Gift Aid management and stock management logistics.

You will be a natural, enthusiastic and collaborative leader, able to support a high performing team.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards



JULIE BEAMES
HEAD OF RETAIL

The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy and care needs
- Support for children with ABI and their families in the communities across the UK, through our Brain Injury Community Services.
- Online information and support via our publications and braininjuryhub.co.uk

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail and soft play areas.



We run a non-maintained special school for children with complex education, health, therapy and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 750 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, operations and centralised support functions such as finance, HR, fundraising and communications. A number of these staff are based off site around the UK in our charity shops.

Job Description

| | |
|-----------------------|---|
| Job Title | Retail Operations Manager |
| Reports to | Head of Retail |
| Direct reports | Van Driver/Stock collectors |
| Level | Manager |
| Location | Retail fundraising - Shops (multi-sited) |
| Salary | £32,000 - £38,000 (depending on experience) |
| Hours of Work | 37.5hrs per week – includes ad-hoc weekend on call The role requires flexibility in terms of hours of work, including the ability to work early mornings, early evenings and potentially travel to meetings and/or events. |
| DBS | Enhanced with Children's & Adult's Barred List |

Job Purpose

The role is crucial to the smooth and efficient operation of The Children's Trust retail function. The postholder will be responsible for running the logistics required for a disperse network of charity shops, including the supply and distribution of stock; management of suppliers, landlords and associated stakeholders and ensuring that all compliance requirements are fulfilled. The role will also support the delivery of the retail strategy to drive income growth and increase footfall and to support new business initiatives.

Duties and Responsibilities

Operational Management

- Manage the generation and distribution of stock, including organising the logistics for van deliveries and collections to meet both shops and customer requirements.
- Support the development and optimisation of the Redhill distribution hub.
- Manage key internal and external stakeholders including suppliers, landlords and internal support teams, ensuring that an efficient and compliant service is maintained.
- Research opportunities to reduce waste and disposal costs and introduce new/improved sources of recycling.
- Develop proposals to improve the operational management of the retail team in support of the retail strategy.
- Work with the Head of Retail and Retail Sales Manager to host Retail Sales Meetings, engaging the team with the broader aims of the charity.

Income Generation

- Manage the full gift aid claim process, working with colleagues and shops managers to optimise gift aid conversion rates.
- Manage the shops e-commerce and online operations, research and implement associated platforms.
- Support sales promotions and seasonal changes across the chain of shops.
- Support colleagues to develop opportunities for niche sales offers.
- Regularly review shops departmental sales performance to support sourcing and supply of specific stock.
- Working with fundraising colleagues to ensure that the retail supporter journey is optimised and relationships are managed holistically.

Standards and Compliance

- Manage full compliance of the Children's Trust shops in line with all Health & Safety legislation, Fire safety, Trading Standards, Retail Gift Aid, GDPR, ThankQ CRM, Risk Assessments, Safeguarding and all other legal or statutory requirements.
- Deliver and manage internal and external audit processes working with Retail Sales Manager and Head of Retail to ensure that all audit actions and recommendations are delivered by the team.
- Adhere to the policies and procedures of The Children's Trust.

Management of self and others

- To provide excellent customer care through quality of service, dealing with customer enquiries and orders, handling complaints both efficiently and effectively, and having a good understanding of what The Children's Trust does.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- To undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

Health and Safety

- Adhere to all Health and Safety guidelines, principles and regulations required to perform your role and comply with The Children's Trust policies and procedures.
- Adheres to all health and safety guidelines, including infection prevention and control.
- Provide evidence of a valid NHS Covid Pass or acceptable proof of Covid vaccination or medical exemption and all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Acts as Retail lead using the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.

- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and others.

Organisation and Structure



Person Specification

| Selection Criteria: | | Essential / Desirable |
|---------------------------------------|--|--|
| Education & Qualifications | <ul style="list-style-type: none"> • Educated to GCSE grades A-C or Scottish Standard grades. • Training to City and Guilds, basic level. (NVQ2) or equivalent experience in comparable role • IOSH and NEBOSH H&S qualification | Essential Essential Desirable |
| Experience | <ul style="list-style-type: none"> • Experience of managing the logistics of multi-site operations • Experience of managing Gift Aid schemes and processes • Experience of stock management and generation • Experience of developing sales initiatives or new income streams • Experience of delivering high standards of customer service and complaints handling • Experience of in-store space management • Experience of internal audit processes • Experience of working with volunteers | Essential Desirable Essential Essential Essential Desirable Desirable Desirable |
| Skills & Abilities | <ul style="list-style-type: none"> • Ability to work on own initiative with a willingness to research, test and learn new systems. • Outstanding organisational skills with the ability to manage competing demands. • Excellent communication skills with experience in working with remotely based teams. • Ability to drive and have use of a car | Essential Essential Essential Essential |
| Knowledge | <ul style="list-style-type: none"> • Knowledge of EPOS systems, including reporting and analysing data • Management of Health and Safety in the workplace • Comprehensive understanding of budgeting, interpretation of financial information and analysis | Essential Essential Essential |
| Personal Qualities | <ul style="list-style-type: none"> • Commitment to the vision and Promises of The Children's Trust. • Flexible and 'can do' attitude to competing commitments in workload. • Highly motivated and reliable. • Ability to cope working in a demanding environment. • Commitment to maintaining personal wellbeing and the wellbeing of colleagues. | Essential Essential Essential Essential Essential |

Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment.

Many roles at The Children's Trust are exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and as such, are subject to an Enhanced DBS check. Successful applicants will be required to complete an Enhanced Disclosure & Barring Service (DBS) check.

The exceptions to this are our retail roles within The Children's Trust shops, which are subject to Basic DBS checks.

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the [Ministry of Justice website](#).

Equity, Diversity & Inclusion

At The Children's Trust we recognise how important it is to have leadership that reflects the children, young people and families that we support. We also recognise that staff, comprised of a range of skills, backgrounds and experiences will help us to better understand the needs of those we support, and how we can best represent their interests.

We, therefore, particularly welcome applications from disabled people, individuals from diverse ethnic backgrounds and those from other under-represented groups.

The Children's Trust is committed to achieving equity, diversity and inclusion (EDI) across all levels of the organisation. For further information, see:

<https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-Inclusion>

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

