



JOB DESCRIPTION

Overview of Role	
Job title	Director of Retail
Reports to	CEO
Hours	37.5 hours per week It is expected that work will sometimes be required outside normal working hours. However, time off in lieu is offered in accordance with the policies and procedures around working additional hours.
Contract	Permanent
Location	Leeds Hospitals Charity offices and shops
Holiday	27 days per year (for a full-time member of staff, pro-rata for part-time staff)
Leeds Hospitals Charity	
<p>Leeds Hospitals Charity is proud to support Leeds Teaching Hospitals NHS Trust. The Trust comprises seven hospitals and a dental institute, including Leeds General Infirmary, St James University Hospital, Leeds Children's Hospital and Leeds Cancer Centre. At Leeds Hospitals Charity, we work with NHS staff to improve the experience of patients and families. We're passionate about healthcare and about making our hospitals amazing.</p>	
About the role	

Reporting to the CEO, the Director of Retail role will lead on developing and delivering an ambitious retail strategy to grow the net income available to provide additional grants to Leeds Hospitals.

This role will lead on writing and presenting a 5-year strategic plan to the Board of Trustees identifying the opportunities across high street retail, house clearance and digital sales as well as opportunities to develop the units in our hospitals and optimise the commercial opportunities. You will then be responsible for delivering that strategy and meeting the net income figures you have set out in your plan.

Your areas of expertise and responsibility will include:

Strategy (Across key sites and services)

Negotiating terms for new shops and renewing leases

Developing marketing plans to maintain high levels of quality donated stock

Delivering net growth at an agreed net annual profit/ROI rate in line with strategy

Retail Operational delivery via key resource management (Policies/guidelines/risk)

Key Job specifics and responsibilities

- Inspire, train, and lead the Retail Team to achieve income targets and other key performance indicators such as Gift Aid sign ups.
- Design, develop, and deliver the Charity's Retail Strategy through successful management of key resources such as identifying key sites, developing Retail Managers, Larger Store Managers, and other key personnel.
- Translate strategic goals into operational plans to achieve required levels within sales and profits. Provide regular accurate analysis of performance through defined KPIs.
- Ensure the retail operation complies with all the Charity's policies and procedures, including those relating to security, Health and Safety and Statutory requirements, ensuring minimum risk to staff members and the business.
- Take the lead role in building a strong sales management culture with all the operational resources such as Finance, Area Manager, and key sites, providing advice and guidance when needed.
- Proactively manage and review performance through key performance indicators, budgets and targets.
- Grow the net profit of shops in line with the agreed strategy.
- Develop plans to create and grow online sales activities, whilst budgeting accordingly to maximise income.
- Oversee transport function of retail to ensure stock is collected and rotated.
- Form links with other Charity shop organisations and share best practice.
- To review, improve and maximise Gift Aid on donated goods.
- Manage our retail property portfolio, ensuring that leases on existing shops are handled in a timely and professional manner, and new shops are sourced, negotiated and opened in order to fulfil strategic plans to maximise the trading potential of our catchment area.
- Ensures all new shop proposals meet the required return on sales investment (ROI) prior to submitting any recommendations to the CEO.
- Oversee recruitment and training of high calibre retail team.

- Working with HR to ensure people management issues are resolved satisfactorily and relevant HR policies and procedures are adhered to.
- Ensure that staff and volunteers in the retail team are motivated, professional, and well trained to maximise the performance of the department.
- Ensuring adherence to Leeds Hospitals Charity's systems, procedures, and values.
- Works with the CEO as part of the Executive Team ensuring that Leeds Hospitals Charity's values are integral to all decisions.
- Ensure the brand offer and experiences are representative of the Leeds Hospitals Charity's vision.
- Update the Retail Operational Framework and report to the CEO on a quarterly basis to discuss progress. (Gift Aid, Model Store, IG, Financial Forecast)

OTHER

- To attend internal/external meetings for training and communication purposes.
- Always observe the rules of confidentiality.
- Provides support to key sites and functions in the event of sickness or absence.

This Job Description will be reviewed and amended with the post holder as required, as part of the regular performance review and staff development process.

This Job Description does not constitute part of the Contract of Employment.

Other

Confidentiality and Data Protection Act

All employees of the Charity must not, without prior permission, disclose any information regarding patients or staff. In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Health & Safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and policies on health and safety.

Service Excellence

All staff are required to support the Charity's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

Equality Diversity & Inclusion

No job applicant or employee is discriminated against either directly or indirectly. The Charity commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and provides of its services are treated according to their needs.

Disclosure & Barring Service

If you are offered a position, you may be required to undertake a DBS. The Charity will administer the DBS check on your behalf and will cover the cost. You will also be required to participate in the DBS Update Service. This is a condition of your employment.

Review of Job Description

This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager and amended in the light of the changing needs of the organisation, in which case it will be reviewed in conjunction with the post holder.

Terms & Conditions

As this post is based on NHS hospital premises, this post is exempt from the Rehabilitation of Offenders Act 1974, meaning that any criminal conviction must be made known at the time of application and interview. The NHS Employment Checks Standard will apply to all applicants.

Charity Activity

Charitable Activities 10% Raising Funds 90%

PERSON SPECIFICATION

	Criteria	Measured by:
Experience		
Essential	<ul style="list-style-type: none">• Proven experience of retail management of regional or national operation, retail business planning & implementation• Experience negotiating new shop rental contracts and ensuring existing contracts are re-negotiated where appropriate.• Experience of providing comprehensive, effective, and evidenced business cases, including analysis to support retail growth.	CV/Application form & Interview

	<ul style="list-style-type: none"> • Proven experience of implementing and inspiring excellent standards of customer service in the retail environment. • Demonstrable experience of managing, leading, and developing staff and volunteers. • Experience of managing staff across multiple sites. • Significant track record of successfully managing a number of retail shops. • Significant track record in significantly driving sales income and net profit and controlling costs. • Demonstrable experience of identifying and developing successful new opportunities for growth. • Track record of implementing effective Gift Aid systems in Shop • Experience of working to set policies and procedures, ensuring compliance at all times. 	
Knowledge & Skills		
Essential	<ul style="list-style-type: none"> • Strong & motivational leadership. • Strategy & retail business planning. • Current knowledge of all aspects of a retail business, practices, trends & legislation. • Promotion of excellent customer service. • Budgeting & financial planning. • IT literate (word, excel, outlook, epos systems). • Excellent written & communication skills • Sound clear decision making. • Excellent organisational and time management, able to prioritise and work to deadlines. • Ability to work collaboratively internally and externally 	Application, interview, references
Other		

Essential	<ul style="list-style-type: none"> • Self- motivated, enthusiastic, and energetic. • Ability to work autonomously and as an effective member of the Leadership Team. • People focused, demonstrating a supportive approach. • Passionate about providing an excellent customer experience. • Can communicate clearly and assertively with a wide range of people at all levels and with sensitivity when required. • Organised and confident. • Ability to prioritise effectively and remain calm and focused under pressure. • Persuasive. • Can-do attitude, 'hands-on' when needed. • Flexible and adaptive to a variety of tasks • Honest, reliable and flexible. • Team player. • Car owner/driver with business insurance cover. • Holds full UK Licence. • May need to address issues arising on weekends. 	
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