

JOB DESCRIPTION

JOB TITLE	Hangar Retail Manager
SALARY	£32,000 to £34,000 dependent on experience
HOURS	37.5 Hours per week
HOLIDAY	25 paid days per year + bank holidays
START DATE	August 2026
PROBATION PERIOD	6 months
REPORTS TO	Retail Operations Manager
RESPONSIBLE TO	Chief Executive
RESPONSIBLE FOR	Maximising income opportunities through the effective day to day management of our retail experience you will lead, inspire motivate and train dedicated team of staff and volunteers

About Us – This is No Ordinary Retail Role

Welcome to **The Hangar**, the flagship destination store for **The Wisdom Hospice**. Forget everything you know about traditional charity shops. The Hangar is a retail phenomenon—a vast, beautifully laid-out space designed to offer our visitors an extraordinary, unique shopping experience. Packed with an incredible, ever-changing selection of high-quality donated stock, it is a treasure trove for fashion lovers, brand hunters, and sustainable shoppers alike.

Every penny generated at The Hangar directly funds the vital, deeply loved hospice care provided by The Wisdom Hospice within our local community. We don't just sell items; we curate an experience that changes lives.

The Opportunity: Are You Our Next Creative Leader?

We are looking for an enigmatic, visionary, and proactive **Retail Manager** to take the reins at this spectacular location. This is a role for a true storyteller and strategist—someone who can look at a mountain of diverse donations and see a high-end visual narrative, an irresistible promotion, or a brilliant community collaboration.

As a self-starter with exceptional commercial instinct and unmatched customer service skills, you will lead, inspire, and develop a devoted team of paid staff and volunteers. You will turn a retail floor into a thriving community hub, hitting income targets not just through standard operations, but through sheer creativity, brand expertise, and cultural influence.

Key Responsibilities

Creative Vision & Sales Optimisation

- **Drive Commercial Success:** Smash income and profit targets by treating the superstore as a high-performing commercial enterprise.
- **Visual Mastermind:** Implement show-stopping visual merchandising, window dressings, and stock rotations to maximize the resale value of every piece.
- **Innovative Marketing:** Launch hyper-local marketing campaigns, social media

promotions, and unique store events in collaboration with our fundraising team to elevate our brand presence.

Inspirational People Leadership

- **Lead with Energy:** Build a positive, supportive, and high-energy team culture through regular meetings, active reviews, and shared objectives.
- **Volunteer Champion:** Proactively recruit, train, and retain a diverse team of volunteers, ensuring they are engaged, supported, and delivering gold-standard customer care.
- **Staff Development:** Effectively manage, mentor, and schedule paid staff members to ensure seamless, top-tier operations daily.

Operational Excellence

- **Strategic Stock Flows:** Work hand-in-hand with the Stock and Warehouse Manager to control stock density, rotation, pricing structures, and Gift Aid capture.
- **Robust Compliance:** Oversee daily admin, absolute cash-handling accuracy, Trading Standards compliance, and rigorous Health & Safety protocols.
- **Premises Ownership:** Maintain an immaculate, safe, and beautifully presented shop floor and interior, acting as the primary key holder.

Our Ideal Candidate (Person Specification)

The Essentials:

- **The Creative Edge:** A natural eye for style, visual merchandising, and a strong, intuitive knowledge of fashion/lifestyle brands.
- **Proven Retail Track Record:** Experience hitting income targets and managing teams, ideally within charity retail (though we welcome high-calibre commercial retail leaders with a genuine passion for our mission).
- **Natural Influencer:** Exceptional communication and relationship-building skills to engage volunteers, donors, and the broader Rochester community.
- **Tech & Media Savvy:** Fully computer literate with a solid working knowledge of social media platforms for localized marketing and PR.
- **Mindset:** Honest, resilient, flexible, and effortlessly engaging.
- **Driving Licence:** A clean, current full UK driving licence
- **Education:** A good standard of education to A-Level or equivalent.
- **Experience:** Prior experience navigating the nuances of the charitable or hospice sectors.
- **E-Commerce:** Familiarity with online retail/eCommerce channels (such as eBay).

Additional Requirements

- **DBS:** This post is subject to an enhanced Disclosure and Barring Service check.
- **Compliance:** Post-holders must fully adhere to the Data Protection Act, Equal Opportunities protocols, and maintain strict confidentiality regarding all hospice matters.
- **Environment:** We proudly operate a strict smoke-free environment across all sites.

Why This Role?

This isn't a role where you sit behind a desk or mind a quiet till. This is an invitation to treat a massive, dynamic retail space as your canvas. If you have the flair to make sustainable shopping look spectacular, the commercial grit to fund vital hospice care, and the charisma to lead a diverse community of volunteers, we want to hear from you.

Apply today to join us for an August 2026 start and make The Hangar the ultimate retail destination in Kent.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matters during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DBS CHECKS: All applicants will be subject to an enhanced Disclosure and Barring Service check.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITIES: Wisdom Hospice Support is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Company.

HEALTH AND SAFETY: Wisdom Hospice Support requires all employees, when at work, to take reasonable care for the health and safety of themselves and others that may be affected by their acts or omissions in carrying out their work. To co-operate with The Friends and Wisdom Hospice in its statutory duties. Not interfere with or misuse anything provided in the interest of health and safety.

IDENTITY BADGES: ID badges must be worn at all times whilst carrying out your duties.

SMOKING: Wisdom Hospice Support acknowledges its responsibility to provide a safe, smoke-free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty either on or off site.

NB - Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of Wisdom Hospice Support and Council of Management.

The post holder will be expected to perform any other such duties as might reasonably be required by the Employer and will work in accordance with all Wisdom Hospice Support's Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.