



## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Retail Operations Manager</b>
<b>SALARY</b>	£36000-£38000 (depending on experience)
<b>HOURS</b>	37 Hours a week
<b>HOLIDAY</b>	25 days + bank holidays per annum
<b>START DATE</b>	April 2025
<b>REPORTS TO</b>	Head of Income Development
<b>RESPONSIBLE TO</b>	Chief Executive
<b>RESPONSIBLE FOR</b>	Oversee the daily operations of Wisdom Hospice Shops while collaborating with the Head of Income Development to identify and implement new opportunities for growth and business development.

### JOB SUMMARY

This role will lead daily operations by supporting shop managers in developing their skills to maximise income and drive the expansion of our charity retail operations. Working closely with the Head of Income Development, you will help identify new business opportunities and assist with stock procurement, volunteer training and retention, visual merchandising, maximising income from each shop and staff development.

### DESCRIPTION OF ROLE

#### **Wisdom Hospice Support (Shops) – Retail Operations & Development**

- Reports to the Head of Income Development, ensuring the seamless delivery of retail operations.
- Drive efficient processes that sustain smooth shop-level operations.
- Provide leadership and accountability to an experienced team, acting as a key communication link between shop teams, the Head of Income Development, and the wider WHC team.
- Support store managers in attracting, recruiting, training, and developing volunteers, ensuring they understand their roles and retail guidelines for effective shop operations.
- Foster a positive working culture, strong volunteer relations, and high levels of enthusiasm to create a rewarding and happy retail environment.
- Communicate effectively with managers and team members, ensuring clear planning, prioritisation, delegation, and workload monitoring.
- Strengthen our competitiveness by driving strategies to attract high-quality, abundant donations.
- Provide occasional shop cover, particularly during the rollout of the new retail strategy.
- Assist in the expansion and development of the charity's retail operations.

#### **Day-to-Day Operations**

- Ensure that shop managers effectively communicate key messages and business objectives to customers and volunteers.
- Support managers in maintaining adequate volunteer coverage to ensure all opening hours are staffed efficiently.

### Logistics and Stock Movement

- **Maximise Income:** Identify the best sales channels (eBay, auctions, social media, in-store) to ensure donated goods achieve their highest value.
- **Stock Allocation:** Develop a strategy to distribute stock across shops, ensuring the maximisation of income from donated goods and support of all shops.

### Day-to-Day Sales Performance

- **Revenue Growth:** Drive each shop to reach its full sales and profit potential through effective leadership and strategic guidance.
- **Managerial Support:** Provide hands-on direction and coaching to shop managers, ensuring they have the tools and confidence to succeed.
- **Gift Aid Maximisation:** Ensure every shop meets its Gift Aid (GA) benchmark by promoting and embedding GA processes.
- **Visual Merchandising:** Oversee the execution of promotions, both in-window and in-store, to attract and retain customers.
- **Data-Driven Decisions:** Use Kudos (Epos) analytics to identify trends and areas for improvement, adjusting strategies accordingly.
- **Cost Efficiency:** Maintain strict control over expenses, balancing cost-saving measures with maximising revenue opportunities.
- **Performance Management:** Work with shop managers to set, monitor, and achieve key performance indicators (KPIs).

### Store Standards and Audits

- **Visual Merchandising & Presentation:** Maintain the highest standards in shop presentation, ensuring appealing and customer-friendly layouts.
- **Stock Density & Rotation:** Monitor in-store stock levels, ensuring proper stock rotation processes are followed to maintain freshness and variety.
- **Cleanliness & Organisation:** Work with Shop Managers to keep all areas—including non-sales spaces—tidy and well-organised, with daily floor walks to uphold standards.
- **Regulatory Compliance:** Ensure all stores handle donated goods correctly and comply with Trading Standards regulations.
- **Sustainability & Recycling:** Support managers in adhering to recycling and waste return policies, ensuring donations are replenished regularly.
- **Structured Audits & Visits:** Conduct structured shop visits and formal audits at least once per quarter for each shop, with additional spot-checks as required.
- **Consumables & Expense Monitoring:** Track shops' use of consumables and monitor shop expenditures to ensure cost-efficiency, reporting on budget compliance monthly.
- **Financial Oversight:** Perform Kudos (Epos) system checks, banking audits, and safe checks on a weekly basis, ensuring accuracy and security.
- **Administrative Compliance:** Ensure shop managers complete their administrative duties, including accurate banking and reporting, by the end of each working week.

### Holidays & Staff Management

- **Scheduling & Cover:** Oversee managers' days off and holiday schedules to ensure sufficient cover across all retail shops and The Hangar, preventing operational disruptions.
- **Leave Records:** Maintain accurate records of holiday allowances, lieu time, and absences, ensuring compliance with company policies.

- **HR Administration:** Document relevant conversations and updates regarding staff management, including performance discussions, absence records, and any HR-related matters.
- **Staff Support:** Work closely with managers to address staffing challenges, ensuring appropriate resource allocation during peak periods.

#### **Training and Development Responsibilities:**

- **Induction Training for New Managers:** Conduct induction training for new managers to familiarise them with company culture, procedures, and expectations.
- **Coaching and Development for Shop Management Team:** Coach and train the shop management team to enhance their leadership skills, ensuring they are well-equipped to manage daily operations.
- **Leading and Coaching the Retail Team:** Lead and support both staff and volunteers across shops, fostering effective communication, sharing best practices, and promoting a positive team spirit.
- **Volunteer Recruitment and Retention:** Work with shop managers to ensure they have sufficient volunteer coverage for all shops. Support shop managers in the recruitment, retention, and ongoing training of volunteers.
- **Induction Programme for Volunteers:** Ensure that shop managers complete all required volunteer administration and deliver the Induction Programme for all new volunteers.
- **Collaboration on Volunteer-Related Issues:** Work with the Head of Income Development on any volunteer-related matters, ensuring alignment with overall organisational goals.
- **Completion of Volunteer Records and Administration:** Ensure that shop managers are accurately maintaining volunteer records and completing all relevant administration.

### **SKILLS, EXPERIENCE AND ATTRIBUTES**

#### Essential Skills and Attributes:

- **Excellent Organisational and Time Management Skills:** Ability to efficiently plan and prioritise tasks, ensuring that deadlines are met and resources are used effectively.
- **Meticulous with High Attention to Detail:** Demonstrates a high level of accuracy and attention to detail in all tasks, ensuring work is completed to the highest standard.
- **Commitment to the Sensitive Nature of the Work:** Understanding and respect for the sensitive nature of the organisation's work and a strong commitment to upholding its values in all aspects of the role.
- **Self-Starter with Strong Initiative:** Capable of managing own workload with minimal supervision and taking proactive steps to resolve challenges.
- **Enthusiastic and Positive Attitude:** A flexible and adaptable individual with a can-do attitude, approaching tasks with enthusiasm and a solutions-oriented mindset.
- **Collaborative Team Player:** A team-oriented individual who is willing to get involved and contribute to whatever needs to be done to help achieve the charity's goals and objectives.

## ADDITIONAL REQUIREMENTS OF POSTHOLDER

**CONFIDENTIALITY:** The post holder must maintain the confidentiality, security and integrity of any information relating to patients, staff and other hospice matters during the course of their duties. 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:** The Friends of the Wisdom Hospice 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 Friends.

**HEALTH AND SAFETY:** The Friends 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 to interfere with or misuse anything provided in the interest of health and safety.

**IDENTITY BADGES:** ID badges provided by The Friends must be worn at all times whilst carrying out your duties.

**SMOKING:** The Friends of the Wisdom Hospice 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 and description of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of The Friends 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 the Policies and Procedures of The Friends.*

*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.*