

PHYLLIS TUCKWELL HOSPICE

JOB DESCRIPTION

POST: Head of Retail

ACCOUNTABLE TO: Chief Executive

JOB PURPOSE:

Manage, lead and develop the Retail function operation in line with the Hospice's strategic plan and to ensure that the management, planning, cooperation and maintenance of the chain of charity shops, warehouse and showroom provide regular sustainable income through best retail practice to create maximum profitability.

RESPONSIBILITIES:

- 1.0 Professional
- 1.1 Deliver maximum sales and profitability from the Hospice's current and future retail outlets, at least meeting budget each year
- 1.2 Manage all aspects of the chain of shops and be responsible for devising and implementing policies and procedures engendering maximum profitability
- 1.3 Analyse, report and update colleagues on business performance, retail market trends and initiatives both locally and nationally from PTH competitors.
- 1.4 Manage the shops property portfolio, new shop developments, leasing and renting and the shops property maintenance contracts.
- 1.5 Source and purchase new goods to sell through the trading company and fundraising department. Investigate all supplier merchandise and pricing and ensure that cost effectiveness is being maintained at all times.
- 1.6 Oversee the effective operation of the warehouse and stock collection / delivery process and to continue to develop all avenues which will increase stock donations. Ensure an efficient distribution / collection van scheduling system operates
- 1.7 Source and maintain best possible prices for rag disposal and all recyclable products and minimise the costs associated with the disposal of all non-recyclable stock.
- 1.8 In all cases have the overall say in the most appropriate method of stock disposal either through agreed auctioneers or other methods to ensure that it realises the best return.
- 1.9 Create guidelines for effective merchandising, shop floor routines, stock handling, pricing, cash and administration procedures and sound audit trails.

- 1.10 Ensure that all retail outlets maintain the highest standards of layout and visual merchandising, utilising all resources available to maximum efficiency.
- 1.11 Ensure that the reports given by the retail IT systems (EPOS) provide sales and data analysis enables forward planning, stock control and allocation of stock.
- 1.12 Ensure that the receipt of gift aid associated with furniture donations is actively encouraged and maximised.
- 1.13 Ensure that the retail department's vehicles are maintained and comply with statutory regulations and excise.
- 1.14 Ensure that the Retail Department maintains safe working practices at all times.
- 1.15 Set up and monitor agreed and approved shop suppliers and contractors to ensure that the shop needs are catered for.
- 1.16 Set up an approved source of relevant suppliers for retail equipment, maintenance and other appropriate contractors when required. With the Head of Estates to review, on a regular basis, service contracts for utility, maintenance contracts and support service contracts.
- 1.17 Maintain excellent working relationships with the various legal professional organisations with whom PTH have contact with on property negotiations. Ensuring that lease agreements meet PTH and legal requirements.
- 1.18 Understand and keep up to date with regulatory and statutory requirements within retail, the Charity Commission Guidelines and all legislative requirements.
- 1.19 Ensure that the Retail department enhances the professional reputation and work carried out at PTH, that it provides a quality service with the highest level of customer care.
- 1.20 Participate in quality monitoring and audit as appropriate.
- 1.21 Review and demonstrate commitment to developing own learning needs, to be agreed at annual appraisal.

2.0 Managerial

- 2.1 Provide leadership, management support and motivation for the retail team (staff and volunteers), ensuring good working relationships and working practices are in place and adhered to. Ensure appraisals and performance reviews are carried out on a regular basis.
- 2.2 Ensure effective communication and interpretation of appropriate management information including sales targets, goals and objectives to the retail team. Update team on business performance, new initiatives and other pertinent issues.
- 2.3 Keep abreast of competitor activity and overall retail market intelligence/research
- 2.4 Devise, develop and implement policies and procedures, which ensure the efficient operation and enable sound audit trails of the Retail Department.

- 2.5 Work with and through the Voluntary Services Manager on all retail volunteer matters.
- 2.6 Support the annual business planning process as part of the five-year strategic plan. Prepare and agree the retail budget, record and monitor performance ensuring factual information is available via the reporting process.
- 2.7 Be a senior member of the Hospice Management Team and, together with other SMT members and the Chief Executive be responsible for the day-to-day management of the hospice. To attend and participate in the Income Generation meetings.
- 2.8 Be familiar with all guidelines and regulations relevant to the running of the hospice and ensure they are met at all times.
- 2.9 Represent the hospice on occasions in the general public, for example at fundraising presentations and to ensure that the reputation of the hospice is maintained and enhanced. To represent the Hospice at the Charity Shops Conference and at any related district meetings.
- 3.0 Training and Development
 - a) Team
 - 3.1 Provide opportunities for individual and group development through the appraisal process or personal needs.
 - 3.2 Ensure the retail team is aware of and participate in internal and external training courses.
 - 3.3 Encourage greater volunteer involvement in the whole spectrum of Hospice events in order to promote the Hospice's role in the local community.
 - b) Personal
 - 3.4 Participate in all training and development courses either as a delegate or facilitator.
 - 3.5 Undertake as and when required refresher courses on all retailing, property and leasing updates.
- 4.0 Research
 - 4.1 In keeping with the Hospice Strategic Plan seek to set up new retail outlets within the approved catchment areas, keeping to laid down budgeted cost effective levels and for preparing and implementing suitable launch events.

This job description is current and subject to yearly review in consultation with the job holder. It is liable to reflect and anticipate necessary changes to support the hospice strategy

This job description is underpinned by the Phyllis Tuckwell Hospice philosophy, culture and core values which actively promote a total team spirit, the aim of which is to 'be the best'.