

# PHYLLIS TUCKWELL HOSPICE

## PERSON SPECIFICATION

**Job Title: Head of Retail**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<p>Qualified to degree level or equivalent.</p> <p>Proven senior management experience in the retail sector.</p>		
<b>KNOWLEDGE and EXPERIENCE</b>	<p>3 years experience of running a retail multi site operation.</p> <p>Experienced in setting up new retail outlets including leasing and maintenance and upkeep of leased property.</p> <p>Experienced in buying goods and negotiating with suppliers.</p> <p>Setting and managing budgets for a multi site operation</p> <p>Experience and skill in the use of Information Technology, including word processing, spreadsheet and database software and retail EPOS systems.</p>	<p>Knowledge of shop design, refit and refurbishment</p> <p>Working with and negotiating with contractors.</p> <p>Working knowledge of property legislation and charity law relating to the retail function.</p>	
<b>SKILLS/ COMPETENCE &amp; ATTITUDE</b>	<p>Excellent analytical and reporting skills.</p> <p>Excellent communication, interpersonal and persuasive skills and the ability to influence at all levels of the organisation.</p> <p>Excellent leadership and motivational skills.</p> <p>Proven track record of achieving significant targets within an agreed timescale.</p> <p>Ability to work well under pressure and to manage competing priorities effectively so as to meet deadlines.</p> <p>Successful team player and builder, committed to staff and self-development.</p>	<p>Displays a can do mentality and hands on approach.</p>	

	<p>First class written and oral communication skills, with the ability to translate technical and complex issues into every day language</p> <p>First class interpersonal, presentational and influencing skills.</p> <p>Enthusiasm, commitment and energy and a willingness, where necessary, to work outside normal working hours.</p> <p>Ability to think strategically beyond the remit of own responsibility in order to contribute positively and proactively to the long-term development and direction of the Hospice.</p> <p>Experience of working as part of a strategic team, challenging and contributing to the long term development of an organisation</p>		
<b>OTHER</b>	<p>Full clean driving licence.</p> <p>An outgoing, social, reliable and confident person.</p>		