

Queenscourt Hospice Retail Ltd
Job Description

Post:	Deputy Area Retail Manager
Responsible For:	Retail Managers; Retail Drivers; and Retail Volunteers
Reports To:	Area Retail Manager
Accountable To:	Head of Income and Generation and Communications

Role Summary:

To support the Area Retail Manager in terms of the leadership and management of Queenscourt Retail (a subsidiary company of Queenscourt Hospice), ensuring that all Retail Team members (paid & voluntary) are effective in their roles. Queenscourt Retail is a vital strand of income generation for our charity, and as such the Deputy Area Retail Manager will play a significant part in ensuring that Retail annual budgetary targets are met across our 5 high street shops and our online offer.

The Deputy Area Retail Manager will be expected to cover key aspects of the Area Retail Manager role, in their absence.

The Postholder is expected to be a positive Ambassador for #teamqueenscourt, reflecting both the hospice philosophy and also the brand reputation of Queenscourt Retail.

Main Duties and responsibilities:

Sales & Distribution

1. Support the Retail Team to achieve agreed sales targets as part of the annual budgetary process, and review and implement the overarching Retail Strategy.
2. Support the Area Retail Manager in creating a conducive environment that encourages sales growth and has a high customer focus, engendering customer loyalty.
3. With the support of the Lottery and Retail Assistant ensure that the Gift Aid potential is maximised across the shops and that all Gift Aid tasks are completed accurately by the team.
4. Support the Area Manager to ensure that all legislative requirements are met, including Health and Safety.
5. Support the Area Retail Manager to oversee all online trading activity and maximise sales through eBay and other online selling sites, working directly with the eBay Team.
6. Assist Shop Managers in implementing the Queenscourt Retail corporate identity across all shops.
7. Support the Area Retail Manager to ensure that appropriate policies are in place for the handling and banking of cash, and that all shop teams are adhering to these.
8. Manage the creation of the weekly rota for Queenscourt Retail and its implementation.
9. Oversee the annual leave process for all Retail paid staff, including leave requests.
10. Carry out occasional Duty Manager work in Queenscourt's shops, where there is inadequate cover in place.

Line Management

11. Assist the Area Retail Manager with developing the Retail Team so that they have the appropriate skills to perform their roles as effectively as possible.
12. Reinforce the high standards expected in all Queenscourt Retail outlets, and tackle under-performance in this regard, with the support of the Area Retail Manager.
13. Follow all Queenscourt HR policy and procedure.
14. With the support of the Retail & Lottery Assistant, ensure that Queenscourt Retail staff receive the necessary mandatory training and personal development opportunities.

15. Actively perform regular one-to-ones with Shop Managers, Bank Managers and Stock Distributors, and document these meetings. With the support of the Area Retail Manager, conduct Annual Appraisal reviews with all Retail Staff.
16. Support the Shop Managers in their efforts to attract and retain Volunteers, ensuring that there are sufficient Volunteer numbers to provide full coverage during normal hours of trading.
17. Encourage the Shop Managers to actively manage their own Volunteers, including the creation and implementation of Volunteer rotas.
18. With the support of Retail & Lottery Assistant, ensure that Shop Managers are carrying out robust inductions for their entire team, paid and voluntary.

Communication

19. For the purposes of maximising sales promote a sense of 'one-team one-bottom line approach.'
20. Cascade information up and down as required within Queenscourt Retail.
21. Maintain communication with fellow colleagues within the Income Generation directorate to help promote the Fundraising and Lottery activities through Queenscourt Retail.
22. Ensure Shop Managers are dealing with complaints quickly and sensitively. Any feedback (positive or negative) should be fed back to the Shop Manager, and where appropriate, the Shop Team.

Other

23. Support the Area Manager to implement and perform Quarterly Compliance and Health and Safety Audits across all shops.
24. Attend mandatory training as required.
25. Adhere to all policies and procedures in force at any given time.
26. Maintain absolute confidentiality in every aspect of work.
27. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of yourself and the charity.
28. Any other duties commensurate with the grade and post.
29. The Postholder is required to work on site and remotely across the 3 working days.

Note

Within this role, there will be a requirement for social contact with patients and/ or patient families

This document does not attempt to describe all the tasks to be performed, but indicates the degree of authority, responsibility and discretion required. It will be open to periodic review and as a result, alterations and additions may be made.

Person Specification – Deputy Area Retail Manager

Attributes Required (Based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> Minimum of level 2 in literacy and numeracy or significant equivalent experience 	<ul style="list-style-type: none"> Further study in related field such as Business, Retail or Management Health and Safety knowledge and qualification 	CV Certificates
<u>Experience</u>	<ul style="list-style-type: none"> Proven experience of managing and motivating people to achieve targets within a retail environment. Experience of effective performance management including appraisal and development of staff 	Previous experience in: <ul style="list-style-type: none"> Working within a charitable organisation Working with and/or managing volunteers Working in a health and safety focused environment 	CV Interview Test References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> Proven leadership skills Ability to communicate well at all levels Excellent communication skills – both written and verbal Excellent organisation and prioritisation skills Excellent influencing and advocacy skills Proven ability to make effective decisions in an inclusive way Excellent Customer Service skills Excellent numeracy skills 	<ul style="list-style-type: none"> A demonstrable understanding of hospice philosophy An understanding of charity ethos Knowledge and understanding of Gift Aid and the HMRC implications. Knowledge and understanding of Online Sales Knowledge and understanding of furniture Sales. 	CV Interview Test References
<u>Personal Qualities</u>	Personable, gets on well with others and has an ability to adapt their communication style; highly motivated; can demonstrate initiative and an intuitive approach to dealing with sensitive situations. Team player who can demonstrate a positive approach along with an understanding of the charitable ethos and of working with volunteers. Willingness to be hands on and solutions focused. Must have a UK driving licence and access to a car.		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a DBS check		