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| **Role Profile - Retail Support Manager** |  |

**Reports to: Head of Retail**

**Main Purpose of Post**

To provide a high quality support service to the Retail Team and to ensure the retail estate is effectively and efficiently managed. Communicate and liaise effectively with all members of the Retail Team and with other Hospice departments.

The role is varied and as such the post holder will need to have a flexible, proactive approach, with an ability to plan and organise the workload effectively. A broad understanding of retail services, practices and priorities will be critical to success.

**Specific Duties and Responsibilities**

1. **Management & Cover Provision**
2. Manage the Retail Administration Assistant (RAA) to ensure they provide effective support to the retail chain.
3. Manage all Mobile Managers, Bank Assistant Managers and liaise with other part time permanent staff in order to provide sufficient cover for all shops to be open and trading within agreed hours.
4. Liaise closely with the Head of Retail (HoR) and Deputy Head of Retail (DHoR) to cover both planned and unexpected absences in the individual shops.
5. Investigate and implement systems to streamline the provision of cover for the shops.
6. With the support of the RAA liaise with the HoR, DHoR and HR taking responsibility for the retail side of the administrative processes involved in the recruitment and induction of new staff and volunteers.
7. Liaise and communicate confidently with staff at all levels across the Hospice.
8. Support the HoR and DHoR in planning meetings, courses, conferences and training for the staff within the retail chain.
9. **Management of Retail Contracts, Ordering and Maintenance**
   1. Support the RAA to coordinate, monitor and order shop supplies, as required, reviewing suppliers on a regular basis to obtain best value.
   2. Proactively manage all contracts for the retail chain including phone, internet, utilities, and waste disposal. Liaise with the Hospice’s Estates and Facilities and IT Departments as needed.
   3. Manage all aspects of vehicle maintenance for the st-gemmas vans. This includes general maintenance and yearly services and MOT testing.
   4. Manage all retail service contracts in individual shops and at the Retail Hub. This includes fire alarms, sprinkler systems etc.
   5. Take responsibility for ensuring all legal requirements relating to the retail estate are adhered to. This includes electrical certificates and other Health & Safety requirements. Liaise with the Hospice’s E & F department. Keep accurate records.
   6. Support the RAA with the management and fulfillment of all shop Vantage maintenance, incident and IT requests, ensuring accurate record keeping and follow up as required.
   7. Support the HoR with the planning and execution of new shop fit-outs, dilapidations works and existing shop refits.
   8. Liaise with external contractors, shop landlords and professional services as directed by the HoR and Director of Income Generation.
   9. Work with the HoR to keep accurate individual lease agreements for each shop ensuring break clauses and lease end dates are followed up and acted on in a timely manner.
10. **Systems and Processes**
    1. Review all current systems and processes within the retail chain to ensure they are fit for purpose and as effective and streamlined as possible.
    2. Take the lead on any future retail projects such as upgrading of the Chariot system, implementation of any legislative changes.
    3. Ensure the Retail Manual is kept up to date and re-distribute as necessary to all staff.
    4. Provide the Information Manager with the monthly retail contribution for the Hospice’s data suite.
    5. In conjunction with the RAA, Supporter Care Manager and Finance Manager ensure all retail gift aid processes and claims are accurate, efficient and regularly monitored. Lead on retail gift aid compliance.
    6. Support the HoR with the implementation and recording of a structured system of shop visits both general and H & S related.
    7. Take the lead on liaising with the Marketing and Communications department to ensure the retail department is adequately represented in both internal and external communication channels.

**4.0 Values and Behaviours**

St Gemma’s has a set of values and behaviours to improve the experience for our patients and our staff. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values detailed below.

Caring – Treating each person with kindness, empathy, compassion and respect.

Aspiring – continually learning and developing; striving for excellence in everything we do

Professional – Delivering high standards through team work, a skilled workforce and good governance.

**5.0 General Duties and Responsibilities**

All St Gemma’s employees are required to abide by the Health and Safety at Work Act, complete mandatory training and ensure that they comply with Hospice policies and procedures at all times.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

This Role Profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post holder and employer.