

KATHARINE HOUSE HOSPICE

JOB DESCRIPTION

Area / Operations Manager

Area of Work: Katharine House Retail Department

Responsible to: Retail General Manager (RGM)

Accountable to: Retail General Manager

KHH Mission

“To offer the best care so that people in our community affected by progressive illnesses can live their lives to the full”

Department Objectives

The Hospice provides all of its services free of charge to the patients and their families. In order to do this Katharine House Hospice has to raise funds for the provision of its services. A major source of this funding is through the retail operation.

The retail operation seeks to maximise the funds it can raise through retailing and recycling operations.

Role within the Department

Reporting to the RGM the post holder will help to ensure the retail operation works with maximum efficiency. The post holder will be a member of the Senior Retail Management Team and has organisational responsibilities for the promotion of Katharine House Hospice. As the Operations manager for all our shops, you will be a leader that can make a real impact, deliver excellence, be able to oversee change, whilst your people skills will lead and inspire the whole team.

Function and Responsibilities

This function is not intended to be exhaustive but is a guide to the duties to be undertaken.

The post holder will:

- Be responsible for overseeing Retail operations, under the direction and guidance of the Retail General Manager (RGM).
- Manage and deliver the P & L revenue, controllable costs and surplus expectations, across the retail estate.

- Work to achieve an agreed set of KPIs
- Lead on project work
- Delegate appropriately to ensure successful completion of objectives, KPI's and project work.

Specific Objectives:

1. Manage / oversee the day to day retail operation to maximise sustainable profit
2. Recruit, motivate and retain good quality managers.
3. Responsible for line manager duties for the Retail Support Manager (RSM) and Shop Managers, conducting regular appraisals, promoting engagement, high staff morale, a team work approach to working, ensuring staff wellbeing and that Managers are clearly focussed on their responsibilities.
4. Work with all members of the Retail Operations Team (ROT) to ensure best practice for retail to achieve sustainable growth. Promote a high standard of operations throughout.
5. Lead on various projects in order to increase the efficiency and profitability of the retail department – e.g. (NB -This is not an exhaustive list)
 - Identify the best way(s) of significantly increasing volunteer support across our network of shops
 - Review how to increase the uptake of the Retail Gift Aid scheme
 - Reviewing on-line trading
 - Devising and delivering a targeted training programme for Shop Managers
 - Assessing how new income streams can be developed
 - Updating the shop operation manual and rolling this out
6. Visit all retail sites engaging with the shop management teams to drive performance and source project content.
7. Produce written operational recommendations for the RGM/CEO/Board, and then implement these (once approved), ensuring the RGM is updated on progress throughout.
8. Ensure effective communication is achieved at all levels.
9. Working with the RGM to introduce new initiatives for the retail operation, to improve and deliver revenue and profitability, assessing how new income streams can be developed.
10. Drive Gift Aid performance and identify new methods of improving systems and Gift Aid sales conversion.
11. Ensure sustainable stock generation to meet the needs of the business, whilst reviewing the best use of donated / recycled stock, in conjunction with the Transport Co-ordinator.
12. Assist the RGM in the preparation of the departments' budgets, and cascade to the RSM/ all shop Managers.
13. Produce timely financial data to drive shop performance and deliver to RSM / shop Managers.
14. Assist the RGM with the acquisition of new premises, in line with the retail growth strategy. To oversee the shop fit out and opening process working with the RSM, contractors and maintenance department.
15. Contribute to and attend senior meetings, such as Exec, Retail Board as required.
16. Ensure regular, productive shop manager meetings take place.
17. Working with the RGM, in conjunction with other departments (e.g. marketing and fundraising) to deliver the key messages for Retail and the Hospice.

Health and Safety (H&S)

- You will play an active role to ensure safe environments for staff, volunteers and the public.
- Lead by example in relation to H&S, ensuring compliance with legislation and the organisation's H&S Policy and Procedures.
- Ensure shops are reporting maintenance / H&S issues to the relevant department / personnel
- Oversee personal risk assessments are completed as required

Other Tasks and Responsibilities

- Deputise for the RGM during absence
- Engage in absence and formal processes in conjunction with the HR department
- Travel to other premises, as and when required, for example to attend training courses or meetings/giving external presentations.
- Ensure good, positive, effective communication throughout
- Any other reasonable duties as required

Experience, Key Competencies and Skills Requirements

- Experience of working in a charity retail preferably in an area/field role)
- Experience in Project Management with a good understanding of formal project management methodologies would be beneficial
- Experience of Retail Gift Aid Scheme
- Excellent people management skills
- Excellent organisational skills
- Excellent negotiating skills
- Strong IT literacy
- Financially literate
- Good presentation skills
- Able to liaise internally with other departments

Other

- Car owner – Reasonable expenses reimbursed as per KHH procedures
- Able to manage several projects simultaneously
- A team player

This is a demanding role, which will require a range of management organisational skills along with being able to positively influence other leaders. The post holder will be working on their own initiative and will be accountable on the results of others. The post requires energy, enthusiasm and the ability to multi-task.

PERSON SPECIFICATION – Area / Operations Manager

	Essential	Desirable
<p>Qualifications</p> <ul style="list-style-type: none"> ➤ Leadership/management/business retail ➤ Project Management qualification ➤ General basic education 	<p>✓</p>	<p>✓</p> <p>✓</p>
<p>Experience</p> <ul style="list-style-type: none"> ➤ A proven career in charity retail management ➤ Ability to manage multiple projects simultaneously ➤ Experiencing working with and recruiting volunteers ➤ Working with the Retail Gift Aid Scheme ➤ Supervising others ➤ Knowledge and understanding of Health & Safety procedures ➤ Multi-site management ➤ Knowledge / experience of formal disciplinary procedures 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Skills and attributes</p> <ul style="list-style-type: none"> ➤ Organisational skills ➤ Excellent communication skills ➤ Excellent leadership ➤ Ability to coach others ➤ Able to liaise effectively ➤ Able to influence others ➤ Able to multi task ➤ Able to work to tight deadlines ➤ Decision making ➤ Hands on approach ➤ Managing conflicting demands ➤ Attention to detail ➤ Willingness to keep key skills up to date ➤ Strong commercial acumen ➤ Holding a budget ➤ Computer literate ➤ Self-motivated and driven ➤ Good listener 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Other</p> <ul style="list-style-type: none"> ➤ Flexible attitude ➤ Adaptable ➤ Positive attitude ➤ Team Player ➤ Good interpersonal skills ➤ Pride in your work ➤ Problem solving ➤ Knowledge and understanding of the work of Katharine House Hospice ➤ Own transport – full licence (maximum 6 points) 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	