



## PILGRIMS HOSPICES IN EAST KENT

### JOB DESCRIPTION

<b>Job Title:</b>	Area Support Manager
<b>Department:</b>	Retail
<b>Responsible to:</b>	Retail & Business Development Manager
<b>Accountable to:</b>	Retail & Business Development Manager
<b>Location:</b>	Mobile

#### General

Employing over 300 staff and supported by 1000 volunteers, Pilgrims Hospices in East Kent is one of the largest hospices in the UK with units in Canterbury, Margate and Ashford. Each unit provides in-patient facilities, day hospice care and a team of Community Nurses to provide advice and support to patients in their own homes. All our services benefit from a well-resourced multidisciplinary team including full-time counselors and chaplains at each site, with support from a range of other dedicated therapy staff.

In addition, the hospice has a central services team comprising Human Resources, Education, Accounts, IT Retail, Fundraising and Lottery

#### Retail

Pilgrims Hospices has commercial premises throughout East Kent. There are 30 shops with a mix of General shops, Vintage Shops, Furniture shops and Book shops as well as an eBay selling operation and warehouses.

The shops are supported by volunteers and have an annual turnover of over £4m.

#### 1. Job Purpose

To support the Area Managers to maximise income through people, resources and stock. To deputise for the Area manager as required (holidays etc.) To support training in Gift Aid, Customer Service, Product awareness and processes and procedures across the Pilgrims Retail portfolio of shops. To be an ambassador for Pilgrims Hospices, supporting and endorsing the aims of the organisation.

#### Key Responsibilities

##### Sales & Profit

- Support the achievement of the overall budget for retail
- Assist with commercial decision making based on available data
- Demonstrate a standard of excellence at all times with regard to customer service, volunteer and supporter care
- Support Area Managers with ensuring that all Head Office directives are effectively implemented
- Develop and implement an effective training regime for staff and volunteers that includes, but is not limited to, Gift Aid, Customer Service, Stock Processing, Identifying key brands

- Work with shops to ensure Community links are developed in line with Pilgrims Hospices expectations.
- Regularly review High Street and Charity Retailers and report findings to Area Managers and Head of Retail.
- To work with the Area Manager on a competitive pricing strategy to ensure profit maximisation and train the team accordingly

### **Stock Management & Shop Standards**

- Support with the generation of quality donations through area initiatives and ensure equitable distribution of stock to maximise income across all retail outlets
- Play an integral part in the achievement of KPI's including processing rates, income, and stock rotation.
- With Area Managers, identify best practices and ensure these are trained in to all other stores
- On all shop visits, conduct 'short audit' and share findings with Shop Manager and Area Managers with a view to improving standards

### **Staff & Volunteers**

- Provide support for the development of paid and volunteer staff across the whole portfolio of shops
- Coach staff to reach their full potential, support 'Personal best' program
- Develop and deliver tailored training for staff and Volunteers with particular attention to Gift Aid to help grow this revenue stream
- Assist with the recruitment of Volunteers to general or specialist roles
- Ensure that Volunteer communications are available at all times in all shops.

### **Health & Safety**

- Support Area Managers with Health & Safety audits
- Ensure that all Pilgrims Hospices Health & Safety policies and procedures are adhered to at all times
- Support with the training of Manual Handling processes in all shops with particular attention to safe sorting.

### **Finances & Security**

- Ensure Pilgrims Hospices policies for the control, reconciliation and banking of daily takings and periodic returns to the finance department are followed, ensuring security of data.
- Identify opportunities within the community to raise the profile of the shop and in turn bring in further income.

### **Management of policies and procedures**

- To be aware of and comply with all Pilgrims Hospices in East Kent Health & Safety policies relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
- Ensure Staff and Volunteers adhere to relevant Pilgrims Hospice policies and procedures.
- Ensure that all Staff & Volunteers respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment
- To be aware of and comply with Trading Standards Legislation.

### **Other duties**

- To work with regional fundraisers to maximise the retailing and fundraising opportunities in the area and to promote Pilgrims Hospices.

## 2. General Statements

### Corporate Governance

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

### Health and Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

### Code of Conduct

The post-holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the postholder manages
- Show commitment to working as a team member by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospice reputation

### Flexibility

The post-holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

### Other

Post holders are expected to be familiar with and comply with the policies and procedures published by Pilgrims Hospices in East Kent. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time.

The Job Description is not exhaustive. The Post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

## JOB DESCRIPTION AGREEMENT –

I have read this job description and understand their contents in relationship to my day-to-day duties.

Jobholder's name (Please print).....

Jobholder's signature:..... Date.....

**Person Specification  
Area Support Manager**

Essential	Desirable	Assessed By
<b>Experience</b>		
Retail experience at managerial level		
Be Commercially Aware		
	Worked with or Managed volunteers	
	Charity shop experience	
<b>Qualifications</b>		
Educated to good overall standard		
	Have attended retail sector training courses	
	Has a Retail Management NVQ	
<b>Skills, Knowledge &amp; Abilities</b>		
Creative flair with an eye for detail and able to present stock to a high standard		
Good organisational and management skills		
Show an understanding of High Street Fashion, and current trends		
Numerate with IT Experience		
Excellent communication and interpersonal skills, personable and able to relate to volunteers		
<b>Personal attributes</b>		
A flexible and positive attitude		
A motivational team builder, who recognises potential in others		
Willingness to learn and seek advice		
Ability to work independently with minimal supervision		
Excellent people skills		
<b>Personal Circumstances</b>		
Able to work flexibly and additional hours from time to time.		
Able to work five days from seven.		