



PILGRIMS HOSPICES IN EAST KENT

JOB DESCRIPTION

Job Title:	Area Manager
Department:	Retail
Responsible to:	Head of Retail
Accountable to:	Head of Retail
Location:	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 31 shops with a mix of General shops, Vintage Shops, Furniture shops and Book shops as well as an eCommerce operation and warehouses.

The shops are supported by volunteers and have an annual turnover of over £5m.

Area Manager

1. Job Purpose

The post holder will take responsibility for the day to day running of Pilgrims Hospices shops in Birchington, Broadstairs, Canterbury (Bookshop), Cliftonville, Deal, Faversham, Herne Bay, Margate (Bookshop), Sandwich, Tivoli Brooks (Shop), and Westgate-on-Sea.) in order to increase sales and profit, and achieving agreed targets and general retailing in the area, including:

- Budget responsibility
- Volunteer recruitment & training
- Health & Safety standards
- Ensuring that all staff are appraised annually and have an up to date personal development plan in place
- Direct management of the Retail Team in the area.

Location. The role primarily covers the Thanet area. The Area manager will be required to travel throughout the area to shops and business contacts and will regularly meet with colleagues and use 'Hot-Desk' facilities in a variety of locations across East Kent.

2. Principal accountabilities and responsibilities

- Working with the Head of Retail, the post holder will assist with the development and achievement of an annual revenue and sales plan for each shop.
- Assist with the development and implementation of corrective action plans to reinvigorate sales if any of the shops are underperforming, and identify opportunities to increase sales and reduce costs
- To ensure that our Gift Aid sales are maximised in all stores and that HMRC guidance is followed at all times.
- To benchmark shop presentation and performance with other charity and main stream retailers in the local vicinity.
- To communicate management information showing weekly, monthly and annual sales
- To ensure that all shops, staff and volunteers adhere to all financial processes as detailed in the Hospice's financial policies and procedures
- To ensure that Retail Managers develop and establish relationships with Volunteers so that they feel fully engaged, communicated with and part of the Pilgrims Team..
- To follow agreed recruitment processes and minimum training requirements for volunteers.
- To ensure Health & Safety checks are carried out on a regular basis, and that all issues identified are actioned, and that all volunteers receive appropriate Health & Safety training. Ensure that accident reports are kept up to date and that issues arising from accidents or incidents are actioned in a timely and effective manner.
- To carry out regular inspections of shop properties, and advise any maintenance issues that may arise.
- Working with the Retail Team to ensure that there is a consistent shopping experience across all our shops.
- Ensure that all members of staff receive an annual appraisal
- Represent the Retail Team at Local Management meetings.
- Ensure that all retail staff and volunteers are well informed about the retail strategy, operational objectives, the work of the hospice and their own individual shop plans and targets.
- Implement pricing policy and keep prices under continuous review in accordance with the agreed policies and strategies and maintain a high standard of merchandising and display, both windows and in store, and maintain a balanced supply of stock
- Provide a courteous and helpful service to the public.
- Receive, sort, prepare, price and maintain stock of general donations for sale in line with agreed policies and strategies. Identify and make available suitable stock for our specialist retail operations.
- Deal with demanding customers, complaints and queries and refer to the Retail & Business Development Manager if necessary.
- Ensure that the advertised trading hours of the opening and closing of the retail premises are adhered to.
- Provide relief management and project support throughout East Kent as required by the Retail & Business Development Manager
- To work with regional fundraisers to maximise the retailing and fundraising opportunities in the area and to promote Pilgrims Hospices.
- To be aware of and comply with Trading Standards Guidelines, Sales of Goods Act, and any other relevant Retail legislation.

3. Measures of Success

- Hit or exceed agreed revenue budgets
- Increased numbers of Retail Volunteers, and reduced turnover
- Health Safety standards are consistently maintained in all shops
- Volunteer Health & Safety training
- Increased Gift Aid claims
- Complaints & Compliments

4. Communications & Relationships

Internal

Head of Retail
Area Managers
Retail Administrators
Volunteers
Furniture Call Centre Coordinators
Furniture Drivers
Regional Fundraising Managers
Human Resources
Finance

External

Customers
Donors
General Public
Trades & Services
Local Government & Agencies
Other Hospice/Charity Retailers

5. 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 post holder 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.

All of the Income Generation Team are encouraged to attend and support Fundraising events.

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
Retail Area Manager**

Essential	Desirable
Experience	
Experience of working in a retail management role	Experience in both Charity and Commercial Retail positions
Previous multi-site management experience	Experience of working with volunteers.
Experience of developing a high performing team.	Experience of implementing Health and Safety processes
	A record of successfully managing change
Qualifications	
Good standard of general education.	A relevant professional qualification
Clean driving license and access to a car.	
Skills, Knowledge and Abilities	
First class relationship building skills.	Creative flair, and be able to present stock to a high standard
Excellent influencing and negotiation skills	
Good organisational skills	
IT Literate, familiar with and competent in Microsoft office products	
Personal Attributes	
Positive and outgoing personality, with good sense of humour	Entrepreneurial
Motivator of people, with an eye for recognizing the potential of people	
Able to work independently with minimal supervision	
Able to work regular Saturday and Sundays as required	