



Job Title	Head of Retail
Reporting to	Director of Income Generation & Marketing
Line Manager to	
Salary	£50,000 to £56,180 per annum depending on experience
Contract	Permanent Full time
Based at	Pilgrims Hospices Canterbury with travel across east Kent.
Closing Date for your Application	5pm, Thursday 15 <sup>th</sup> January 2025
Interview Date/s	1 <sup>st</sup> Interview Wednesday 28 <sup>th</sup> January 2 <sup>nd</sup> Interview Thursday 5 <sup>th</sup> of February
Contact for Questions	About the process: <a href="mailto:hr@pilgrimshospices.org">hr@pilgrimshospices.org</a> About the role: <a href="mailto:sue.sharp@pilgrimshospices.org">sue.sharp@pilgrimshospices.org</a>
Website	<a href="http://www.pilgrimshospices.org.uk">www.pilgrimshospices.org.uk</a>



## What you'll be a part of:

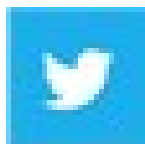
At Pilgrims, we believe in creating a space of hope, dignity, and support, not only for people with life-limiting illnesses but for their families as well. Our locations in Canterbury, Ashford, and Thanet provide a wide range of services, from inpatient care to hospice at home and community programs—all focused on helping patients live well, no matter their diagnosis.

*"I've never worked somewhere that is quite so lovely"*

Far from being places of sadness, our hospices are places of life—where people can find joy in moments, no matter how small, surrounded by family, friends, and compassionate care teams. We don't just treat symptoms; we offer emotional, spiritual, and social support to ensure both patients and their families are uplifted. Whether it's through sharing laughter, enjoying a favourite activity, or simply making cherished memories, we aim to bring happiness to every day.

Being part of the Pilgrims team means that your role contributes to something much greater - helping create an environment where families find strength, comfort, and even happiness during difficult times. Whether you're working behind the scenes or on the front lines, every contribution plays a crucial part in enabling us to provide free, compassionate care to over 2,500 people each year.

**You can read more about working at Pilgrims on our website and our social media. If you are reading this digitally, you can click the links below.**



# The Role in One Paragraph

Pilgrims Hospices is seeking an inspiring Head of Retail to lead our thriving retail estate - 32 shops across East Kent, 2 warehouses plus a growing eCommerce operation - to drive sales, profit and exceptional customer experience that helps fund more care for local patients and families. Our Retail Team is positive, hard-working and deeply committed; together they have doubled turnover from £3 million in 2016 to a budgeted £6+ million in 2026/27.

We are incredibly proud to have the support of 700 volunteers, who work with us every day and who bring skills, energy and laughter to wherever they work. You'll be supported by experienced Area Managers, Warehouse & Logistics and Maintenance Teams, working across furniture, book, vintage, discount, retro and general shops—plus the country's first charity “Brand New with Tags” store.

If you're an experienced, commercially minded, people-centred person and are excited by helping us reach the next milestone, then we'd love to hear from you.

We're committed to your professional development, offering continuous training and growth opportunities to ensure you're always expanding your skills. Every day in this role is unique, but what remains constant is the positive impact you'll make in a supportive, happy environment.

## The Organisation

Pilgrims Hospices provide care and support for patients with life-limiting illness and their families.

As well as caring for their clinical needs, we support our patients to feel comfortable and happy, whether by spending time in our beautiful gardens, having pamper days, playing a board game with their loved ones, eating their favourite meal or whatever is special to them.

To find out more about the other teams and get an idea about the size of the organisation and exactly where this role sits, please see the Organisational Chart included at the end of this job pack

**If you are reading this online, you can click the thumbnail below to watch a short video about Pilgrims**



*‘At the hospice, there is a clear philosophy that when you’ve finished work, you’ve finished work- you’re not expected to take work home with you. I’m so much happier’*

## Our Vision

*“Of a community where people with a terminal illness and their family and friends are supported and empowered to live well in mind and body until the very last moment of their life”.*

We recognise that our workforce is integral to the delivery of [our Vision](#) and our charitable aims. Pilgrims Hospices continues to create a highly skilled, motivated, engaged and healthy workforce by providing an environment where staff and volunteers feel highly motivated to perform their roles to a consistently high standard, and actively role model our charitable behaviours and values.

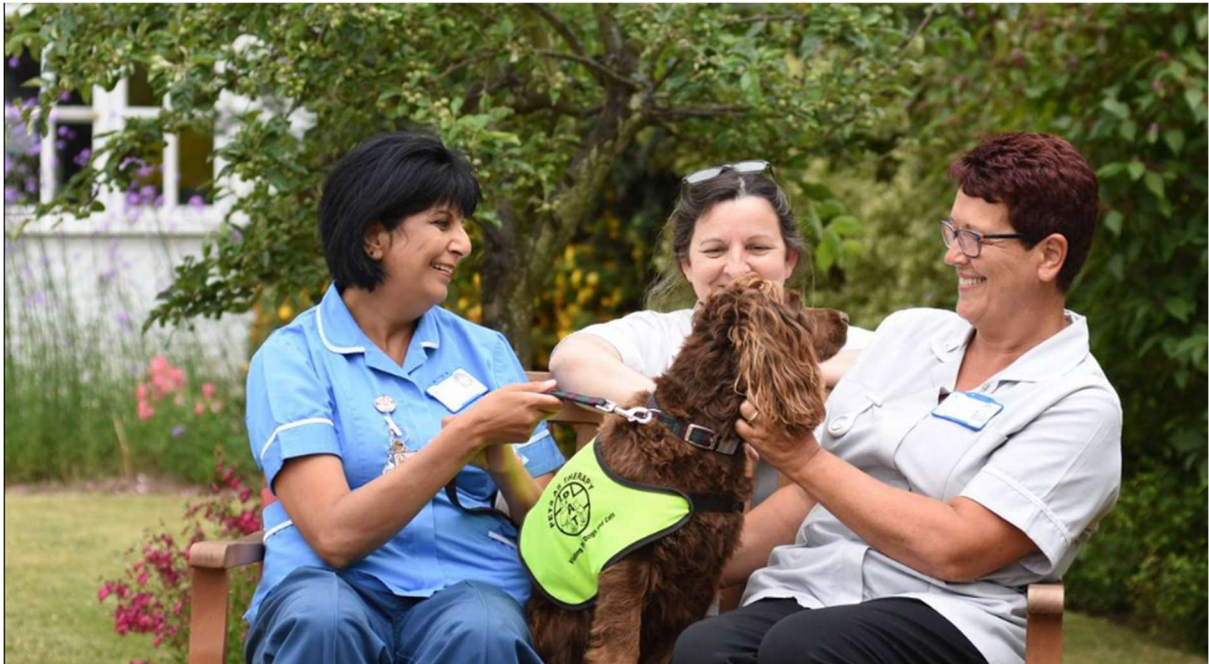
To achieve [our Vision](#), we have a shared set of values and behaviours that enable us to be the people and the charity that patients and their loved ones need us to be. They form [our CODE](#), which guides us in our daily working and decision making:

**Compassionate** We treat everyone with compassion and care

**Open** We communicate openly, honestly and effectively

**Dynamic** We are dynamic, improving and developing our service

**Empowered** We empower people to achieve their outcomes



*'I've met some wonderful and kind people here; it is a lovely place to work and I have witnessed how much thought and respect is given to staff and volunteers alike with the 'Thank You' events and the 'Personal Best' programme to name a few'*

# Terms and Conditions

Role title	Head of Retail
Contract	Permanent Full time
Salary	£50,000 to £56,180 depending on experience
Probation Period	6 months
Annual Leave	26 days + public holidays
Based	Pilgrims Hospices Canterbury, plus extensive travel around east Kent.
Pension	<p>We operate a defined contribution group pension scheme and make and employers contribution equivalent of 6% of gross pay into this scheme alongside an employee contribution equivalent of a 2% from your pay.</p> <p>Or, if you are a member of the NHS Pension Scheme and have contributed in the 12 months prior to commencement of employment, you are eligible to continue contributing to the NHS Pension Scheme. You will receive an employer's contribution of 20.6% of gross pay, alongside your employee contribution (rate dependant on hours and salary level)</p>
Parental Leave	<p>Pregnant employees who have worked for Pilgrims Hospices at least 12 months at the 15th week before the expected week of childbirth, will be entitled to: 8 wks' full pay, 18 wks of ½ pay plus SMP and 13 wks at Statutory Maternity Pay.</p> <p>*The initial 8 weeks of Enhanced Maternity Pay is inclusive of SMP</p>
Notice period after probation	3 months

# Organisational Chart

