

Job Description

1. JOB DETAILS	
Job Title	Retail Co-ordinator
Department	Retail Retail Mission – To generate income and support for the Hospice through a professional retail presence Retail Vision – To be the public face of the Hospice, developing and enhancing our reputation and profile through excellence in customer service in a welcoming retail environment
Grade	3
Responsible to:	Head of Retail Operations
2. AIM <ul style="list-style-type: none">• Provide support to the Head of Retail Operations and general day to day advice and support to the Retail Managers/Supervisors and Assistants.• Responsibility for the daily planning and organisation of the Retail transport operation, and the coordination of the collection of donations and delivery of furniture• Responsible for the supervision of the Retail volunteer transport team• Responsible for stock collection and delivery across all shops/outlets as required• Responsible for coordination of the recycling operation and the budget• Responsible for Health and Safety regarding transport and the volunteer team• Responsible for the delivery of the Annual Plan for transport, recycling, and new goods• Lead Administrator role for the Retail Gift Aid, ensuring compliance, undertaking audits, and donor notification processes Co-ordinate, develop, and distribute the new goods merchandise income across the Retail Operation in order to achieve the budget• Contribute by ensuring the volunteer team deliver and implement the retail mission and vision• Ensure the team deliver excellent customer service to customers, donors and supporters to develop the profile of the Hospice	

3. ORGANISATIONAL CHART

See attached Organisational Chart

4. KEY RESPONSIBILITIES

Communication and relationships

- Build an effective working relationship with the Senior Management Team including the Head of Retail Operations, colleagues across the Retail Operation, and other Hospice staff
- Engage and communicate with the Board of Directors when required
- Promote, develop and maintain a professional customer service to donors and customers, maximising gift aid opportunities, in line with the retail vision
- Maintain and develop an effective working relationship with retail volunteer drivers/assistants
- Advise, motivate and undertake volunteer training as required
- Develop relationships with volunteers and co-ordinate cover for retail stalls/events
- Develop and network with partners in the Hospice catchment area to establish sales outlets for the sale of merchandise
- Negotiate with suppliers regarding the cost of purchasing goods/services.
- Liaise with Retail Manager's/Supervisors and provide support when required.
- The role requires telephone and face to face effective and sensitive communication on a regular basis with patients, and relatives

Analytical and judgemental skills

- Responsible for the delivery of smarter objectives as agreed in the Annual Plan
- Report, review and monitor, and action against agreed Key Performance Indicators
- Instrumental in ensuring expenditure is managed within the agreed financial budget and maximum profit is achieved
- Monitoring of retail new goods sales across the operation to achieve budget. To include outlets across Durham, the Hospice shops, Park House Café, and internal and external events
- Instrumental in ensuring the purchasing budget for new goods is managed within the agreed financial limits and maximum profit achieved
- Monitoring and recording of income from recycling sources to maximise profit. Involves some analysis and suggestions
- Responsible for undertaking the lead administrator role for Gift Aid ensuring compliance, and undertaking of audits and notification procedures. To include feedback to the retail team regarding regulation changes/ audit findings reported and actions taken
- Monitoring of gift aid sales and EPR data information to maintain and increase gift aid income from donor collections, extracting relevant information
- Feedback progress and provide updates on all the above to the Head of Retail Operations

Planning and organisational skills

- Work with the Head of Retail Operations to ensure the Retail Mission, and Vision is achieved alongside the Annual Plan
- Provide advice and support to the Retail Managers/Supervisors and retail volunteers on Estates matters in the absence of the Head of Retail Operations
- Responsibility for the daily planning and organisation of the Retail transport operation and workforce cover
- Responsibility for the daily supervision, instruction/training, and the allocation of tasks to the retail van drivers/assistants
- Responsibility for the collection, delivery and distribution of donated goods from the shops, customers, and donors
- Responsibility for organising the maintenance, servicing, and obtaining the legal documentation for the retail vehicle
- Responsibility for liaising with the Retail Managers/Supervisors to ensure sufficient donated stock is available, and if not to source the stock
- Responsible for planning, organising and co-ordinating the recycling operation
- Manage your own time effectively and prioritise your own workload
- Instrumental in sourcing and buying of retail new goods
- Plan and organise the sale of Hospice new goods merchandise at events. Organise the volunteer teams for the events. Liaise with outside agencies in organising events.
- Instruction of the admin team in the marketing material required for the events

Physical skills

- The role also involves the use of a computer with keyboard skills for data entry
- A Driving Licence and the ability for independent travel

Patient/Client Care

- The role can involve incidental contact with patients, and regular contact with relatives at the Hospice in organising collections of donated goods from bereaved donors, accepting in memory donations and providing customer/donor care following use of Hospice services

Policy and Service Development

- Suggest to the Head of Retail Operations recommendations regarding service improvements
- Hospice policies and procedures should be complied with at all times

Financial and Physical Resources

- Responsible for achieving the retail new goods sales budget which is part of the overall retail budget
- Responsible for compliance with HMRC Financial Regulations for Gift Aid including audits, auditable paperwork and computer data records
- Responsibility for the procedures regarding the stock control of new goods merchandise, and stock-takes
- Responsible for ordering new goods following authorisation from the Line manager.

- Ensure adherence to the procedures relating to the security of stock and handling and banking takings
- Comply with the procedure for handling cash donations
- Compliance with Consumer Law, Trading Standards Regulations, Internal Audit Regulations and the Charity Retail association Code of Practice
- Compliance with the Payment Card Industry Data Security Standard (PCI DSS)
- Comply with the Retail Risk Register

Human Resources

- Responsibility for the daily supervision of the staff/volunteer team to include induction and training, instruction and allocation of tasks
- Organisation, development and motivation of the staff/volunteer team
- Assist the Head of Retail with 1-1 feedback meetings with the volunteer team
- Responsible for Gift Aid training/regulation changes across the retail operation
- Co –ordinate and manage staff/volunteer absences and holiday cover
- Attend and contribute constructively to Retail team meetings
- Report any Human Resource concerns to the Head of Retail Operations
- Attend mandatory training and other training courses as required or agreed at the annual appraisal
- Required to comply with Hospice policies and procedures at all times
- Ensure confidentiality and data protection compliance

Information Resources

- Responsible for recording accurate retail sales and gift aid figures
- Extract and input the storage of accurate data on EPR – Gift Aid
- Adhere to Hospice Information Governance policy and procedures
- Utilise Retail resources available from the Charity Retail Association

Research and Development

- Awareness of competitor activities in the local area
- Undertake a swot analysis as part of the annual plan process
- Keep up to date with developments in the retail charity sector

Freedom to Act

- Responsible for the supervision of the retail volunteer team referring non routine enquiries to the Head of Retail Operations
- Have a flexible approach, and ability to work on own initiative
- Manage own workload with reference to the Line Manager where appropriate

EFFORT & ENVIRONMENT

Physical

- This role involves a requirement to exert moderate physical activity on a regular basis, to include moving and handling of new goods, pricing, merchandising and packaging for distribution. Also unloading/loading merchandise at events
- Moving and handling of donated goods within the transport operation, or on

occasion when covering in the retail outlets

Mental

- Supervising the team and the organisation & planning of the workload requires reactive and proactive mental ability
- Requirement for concentration with interruptions

Emotional

- Supervision of volunteers & staff occasionally involves emotional circumstances.
- Occasional exposure to distressing and emotional circumstances, dealing with customers and donors in situations of grief

Working Conditions

- Limited space and movement of goods to comply with health and safety
- Occasional exposure to highly unpleasant conditions during the process of sorting donated goods on an ad hoc basis
- Requirement to use a VDU on a regular basis

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder

Date:

Signature of Manager:

Date: