

Job Description



Role Title: Relief Manager

Reports to: Head of Retail

Responsibility for: Allocated Paul Sartori Foundation Retail Outlet / Retail Volunteers

Location: Base store Sartori Stores Bridge St, allocated stores to meet business demands

Hours: 37 ½ hours per week, Monday to Sunday with occasional evening. Flexibility around hours of work considered

Holiday Entitlement: 25 days plus bank holidays

Role Duration: Permanent. 6 month probationary period

Salary: £18018 per annum

KEY AIMS:

To support the Head of Retail in managing and operating a professional retail business reflecting the Paul Sartori Foundation Hospice at Home Core Values.

To maximise sales and gift aid as well as manage expenditure across the allocated retail outlet to financially contribute to the Paul Sartori Foundation's Hospice at Home Services.

Manage and grow the retail business by leading, supporting, motivating and developing volunteer team members.

Proactively work towards both financial and non-financial measurable objectives to meet the strategic aims of the business.

MAIN DUTIES:

Income and Expenditure

- Maximise profitability by meeting agreed budgets
- Maintain expenditure within acceptable financial constraints
- Promote and train gift aid processes and procedures in allocated outlets
- Implement the Sartori Store and Home Furnishing policies pricing and stock control management systems

People Management

- Manage an effective team of volunteers to support the day to day shop operations
- Ensure that the development needs of volunteers are identified and communicated to store

management team.

- Promote community relationships within all shops in-line with the Paul Sartori Foundation's Core Values
- Maintain retail procedures and systems within allocated stores to maximise volunteer recruitment and retention
- Work with the Head of Retail to ensure that people management issues are satisfied, and relevant policies and procedures are adhered to
- Maintain good working relationships with volunteers and colleagues at all levels
- Liaise with key internal and external stakeholders including Trustees, staff, volunteers, outside contractors, governing bodies, such as Trading Standards, Fire Officers, Environmental Health to benefit the allocated store/s
- Give feedback to store management team to help with store transition and development

Operations

- Implement and maintain Paul Sartori's recycling processes to minimise waste and maximise income from non-saleable donations
- Assist in developing and educating volunteers to improve merchandise knowledge to maximise donation potential
- Maintain pricing structures to maximise donation value
- Take all reasonable steps to ensure allocated shops are open to maximise sales and support trade within the community
- Attend meetings relevant to your role within the charity
- The relief manager role will cover other managers during periods of annual leave/sickness. This cover will be implemented on an as needed basis, authorised by the Head of Retail.

Strategy

- Support the development of the overall business strategy as required
- Contribute to a volunteer recruitment strategy to meet the needs of the retail estate
- Communicate the retail strategy implementation from Trustees and Senior Managers to all retail stakeholders
- Maintain local knowledge of the market place, competitors and trends to influence the retail strategy
- Raise awareness of the retail business and the Charity throughout the community
- Support other areas of the charity to help promote and generate income for the retail outlets

Policy

- Implement Health and Safety across allocated stores. Ensuring Health and Safety recommendations are managed effectively and within a timely manner
- Undertake risk assessments to ensure safety at all times within allocated stores
- Demonstrate a commitment to equal opportunities and diversity
- Implement policies and procedures to maintain security and consistency throughout the Charity and retail business
- Promote core retail values Caring, Honesty, Respect and Responsibility

Reporting

- Analyse statistical and financial information on a monthly basis with the Head of Retail to understand and drive objectives through all Sartori Store & Home Furnishings outlets

Personal Development

- Regularly review self development, non-financial objectives and progress with the Head of Retail and store volunteers
- Attend annual and 6 month reviews with your line manager to discuss performance and personal development

Other

- The job description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Knowledge	Retail industry Management experience Health & safety management	Charity industry Sales and expenditure performance Basic financial acumen
Skills	Self-motivation Communication Interpersonal Initiative Integrity Time management / proritising Organised Respect of confidentiality Accuracy and attention to detail	Welsh speaking IT and systems
Experience	People & volunteer management	Experience in a retail role Managing teams remotely
Qualifications	Driving Licence	Business or equivalent qualification People Management Volunteer Management Health & Safety

This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business.