

## DEMELZA HOSPICE CARE FOR CHILDREN

### JOB DESCRIPTION

**JOB TITLE** - Senior Retail Development and Projects Manager

**REPORTS TO** - Director of Retail

**RESPONSIBLE FOR** – Retail Support Managers and Area Retail Managers

**KEY TEAM RELATIONSHIPS** - Facilities, Voluntary Services Team and Marketing

### PURPOSE OF ROLE

Develop a policy and process framework to motivate and develop staff and volunteers to enable the retail operation to deliver targeted income, increase profitability and provide an excellent customer experience. You will deliver specific projects within an agreed budget and timeline to develop the retail portfolio within the agreed retail strategy providing the charity with an increasing income stream to support its work with children and families.

### KEY RESPONSIBILITIES

- Develop existing and new business opportunities backed by policy and process to deliver growth across the business.
- Support the retail line management structure to motivate, inspire and develop staff and volunteers to provide an excellent customer experience. Linking departments together and working jointly.
- Engage the retail team to contribute to the development of the Trading Company, ensuring aspirations are SMART for each operation, regularly reviewed and monitored in a transparent, fair and constructive process, ensuring profitability is maximised.
- Actively research and submit ideas and aspirations for the Retail Strategy to provide income and profile growth.
- Contribute to gap analysis with the Director of Retail, offering solutions and a detailed, compelling written business case for recommendations.
- Deliver specific agreed projects, including but not limited to new retail outlets, to an agreed budget and timeline with a clear, updated communication plan to all stakeholders.
- Support and development of the Area Retail Managers and Retail Support Managers working closely with the Director of Retail and actively promoting the Demelza Values within retail at all times.
- Ensure a retail wide development plan is in place and delivered for all levels of support staff and volunteers, working alongside HR and VSD teams.
- Promote health and safety best practice throughout retail, ensuring safety for all stakeholders is held in the highest regard at all times, and wellbeing and self-care is priority for all.

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## PERSON SPECIFICATION

### Essential

- Proven successful experience within the Retail sector, preferably charity
- Extensive people management skills including recruitment, performance management and development of staff at all levels
- Track record of being resourceful and solution focussed
- Ability to write a compelling and concise business case with outcomes, identified risks and detailed costs
- Knowledge of writing and delivering training at appropriate levels, both in a formal setting and on the job
- Highly numerate and fully conversant with Microsoft Excel
- Able to work to deadlines and under pressure, whilst able to lead and inspire teams to deliver
- Able to work flexibly over a 6 day week (with a day off)
- Valid UK driving licence with access to a vehicle, with appropriate business use insurance (travel will be required)

### Desirable

- Charity retail experience
- Knowledge of working with large, transient volunteer teams

**The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.**

**Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.**

**Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.**

**All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.**

**Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.**

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