



Job Description

Job Title	Retail Operations Manager
Responsible to	Head of Retail
Responsible for	Shop Managers, Shop Supports and Volunteers
Salary	£30,705
Hours	37.5 hours per week (including regular weekends)
Location	East Lancashire Hospice Shops

Role Outline

Reporting to the Head of Retail, the Retail Operations Manager will play a key role in ensuring the smooth, efficient, and effective day-to-day running of our retail portfolio. You will support and work closely with our Shop Managers, Shop Supports and Volunteers ensuring they have what they need to succeed, while driving consistency, operational excellence, and a strong performance culture across all shops.

Key Responsibilities

- Act as the main point of contact for Shop Managers on day-to-day operational issues.
- Work with the Head of Retail to ensure all shops are compliant with health & safety, trading standards, and charity regulations.
- Support shop managers with stock management, visual merchandising, and customer service standards.
- Implement and monitor retail policies and procedures to ensure consistency across all locations.
- Work with the Head of Retail on strategic plans for expansion, including supporting the setup of new shops.

- Monitor and analyse sales performance, identifying opportunities to improve income and efficiency.
- Conduct regular shop visits to provide hands-on support, training, and guidance.
- Help develop a positive team culture, encouraging innovation, community engagement and volunteer involvement.

Sales and Profit

- Monitor the financial performance of multiple East Lancashire Hospice shops, ensuring each site meets or exceeds income and expenditure targets.
- Provide strategic management and support to shop managers to deliver consistent growth in sales and profitability across all locations.
- Maintain accountability for cash control processes ensuring compliance with procedures for floats, banking, and financial record-keeping.
- Drive innovation in retail operations by identifying new income opportunities, expanding sales channels, and sharing best practices across shops.
- Champion Gift Aid across all locations, supporting teams to maximise the capture and value of Gift Aid donations.
- Oversee the effective management of donated stock, ensuring goods are processed, presented, and recycled efficiently to maximise value.
- With the Head of Retail, analyse EPOS data to produce meaningful sales reports, monitor performance trends across shops, develop and implement actions to enhance sales.
- Collaborate with the Head of Retail to develop and manage annual budgets, ensuring alignment with organisational goals and retail strategy.

Staff and Volunteer Management

- In line with hospice policies and procedures, encourage the recruitment, induction, and retention of a dedicated team of volunteers across all retail locations, ensuring smooth operations and maximised income generation.
- Promote the completion and regular updating of mandatory training for all volunteers and shop managers, and provide consistent support, guidance, and development opportunities.
- Create a positive and inclusive environment by effectively managing change and addressing conduct matters with professionalism and care across the volunteer and shop management teams.
- Promote clear and respectful communication with customers, donors, colleagues, and volunteers to support a cohesive and welcoming retail experience.
- Uphold and champion the hospice's brand, values, and standards in every shop and through all interactions with shop managers and volunteers.
- Provide regular feedback and recognition to shop managers and volunteers through individual check-ins, team meetings, and ongoing communication to maintain engagement and motivation.

Professional Responsibilities

- Maintain appropriate and respectful professional relationships with colleagues and other staff.

- Exercise good personal time management, punctuality, appearance and consistent reliable attendance.
- Ensure that personal actions and conduct apply with hospice policies and procedures.
- Ensure effective use of hospice resources.
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death.

Personal Development

- Attend and contribute to Retail and Hospice meetings when required.
- Complete mandatory training appropriate to the role.
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills.
- Participate in the education and training of others as appropriate to the role.

Managing Services

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures.
- Ensure effective use of all resources within allocated budget.
- Be prepared to cover any retail outlet as required within the East Lancashire Hospice Shops Retail Service.

Statutory Duties

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance.
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures.
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds.
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable).
- Ensure that infection control measures are followed in relation to your role.
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance.
- Work at all times to respect people's individuality, rights and diversity to ensure equality.

Working Hours

The post holder will work 37.5 hours flexible. These will be worked according to a rota of any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED: DATE:

Person Specification

	Criteria	Essential	Desirable	Tested By
Experience	Proven track record in retail management.	✓		Application/Interview
	Experience of retail management within the charity or not-for-profit sector		✓	Application/Interview
	Experience leading and motivating diverse teams, including paid staff and volunteers	✓		Application/Interview
	Experience in budget management and monitoring sales performance		✓	Application/Interview
	Experience in visual merchandising and stock control		✓	Application/Interview
	Prioritising own workload and working with minimum supervision	✓		Application/Interview
	Working to timescales and deadlines	✓		Application/Interview
Qualifications	Good Level of Education	✓		Application
	Retail or management qualification (e.g. NVQ Level 3+ or equivalent)		✓	Application
Knowledge	Knowledge of East Lancashire Hospice and the services it provides	✓		Interview
	Awareness of current charity retail trends		✓	Interview
	Knowledge of health and safety procedures and compliance obligations for charity retail shops, ensuring a safe environment for staff, volunteers, and customers	✓		Application/Interview
	Knowledge of the local area		✓	Application/Interview
	Understanding of GDPR, safeguarding, and relevant employment legislation	✓		Application/Interview

	Awareness of collectables and antiques		✓	Interview
Skills	Excellent communication skills (written and oral)	✓		Application/Interview
	IT literate (Office 365)	✓		Application
	Familiarity with EPOS systems		✓	Interview
	Open and adaptable to change	✓		Interview
	Excellent Customer Service Skills	✓		Application/Interview
	Strong organisational and time-management skills	✓		Interview
Personal Attributes	Demonstrate an openness and willingness to learn	✓		Interview
	Have a friendly and approachable manner	✓		Interview
	Confident decision-maker with a hands-on, can-do approach	✓		Interview
	Full, clean UK driving license	✓		Application
	Consistent and reliable attendance	✓		Interview
	Good physical fitness to handle lifting and moving donations	✓		Application/Interview