

JOB DESCRIPTION

'Happy to talk about Flexible Working'

Job Title:	Retail Administration Co-ordinator
Department:	Retail
Hospice Band:	Retail Band 3 (for now - moving to corporate band H)
Reports to:	Retail Area Manager - North
Responsible for:	N/A
DBS Required	N/A

Job Purpose

To work as part of a team to develop a central administrative function that delivers high quality support to the retail central operation, senior retail team and the chain of retail shops - helping to ensure that profit expectations and key operational standards are achieved.

The post holder will be directly responsible for the shop's budgets in relation to H&S, utilities provision, maintenance and all other retail administrative support functions.

Main Duties and Responsibilities

Procurement and Managing Suppliers

- Ensure all agreed SLA's in relation to retail administration are delivered.
- Develop a strong working relationship with the main retail consumables supplier and use negotiation skills to increase value for money and achieve first class service levels for the shops, to help maintain their effectiveness and to minimise any downtime.
- Assist with retail supplier management, providing them with administrative support to ensure smooth distribution of their goods/services within retail, whilst analysing their costs and service levels against the marketplace to ensure value for money.
- Manage the ordering and supply of shop fittings and maintenance equipment as required to both new and existing shops - in line with budget expectations.

Ensuring a safe working environment for all retail locations.

- Lead on Health & Safety administration relating to the welfare and safety of staff and volunteers across all retail sites. Ensuring all shops/warehouses/offices are fully compliant with their statutory obligations - all risk assessments and certificates are in date, relevant and renewed in a timely manner by employing other internal or external qualified person/s to complete works.
- Organise Planned Preventative Maintenance (PPM), and liaise between Head of Retail, Area Managers and maintenance operators to ensure that work is well executed across all retail sites, with relevant certifications in place and value for money achieved in line with budget expectations and within retail estate management plans.

- To be the retail lead and point of contact for oversight of emergency repairs and maintenance requirements for all the shops including utilities, phone line and/or IT outages. Ensure that issues or works required are quickly followed up and resolved, using contractors that provide best practice and potential cost savings at every opportunity.
- Monitor any patterns that may cause barriers to the retail shops functioning efficiently and communicate all issues to the Head of Retail and Area Managers promptly.
- Ensure that all retail administrative records, either electronic or paper, are kept in good order, secure and compliant with GDPR requirements.
- Monitor Statutory and Mandatory training for all staff across the retail portfolio, ensuring that all relevant modules are completed in a timely manner.
- Support the People Team in helping deliver and organise the retail employees to engage and participate in any retail training or development programmes.

Other role responsibilities

- Support the Senior Retail Management team to manage rotas, pay and expenses for all the Retail department.
- Work with the House Clearance team to provide administrative support - take phone call enquiries, book appointments, arrange waste tip passes, raise invoices and chase payments.
- Assist the Logistics and House Clearance Manager ensure that all retail vehicles are serviced, taxed and MOT'd in good time, so as to reduce any downtime.
- Team to maximise income through effective controls of new goods stocks through their storage, pricing and re-distribution – fully utilising the EPOS reporting platforms.
- Appropriately access relevant self-service hospice “people” systems to obtain, record or maintain required information, whilst observing strict information confidentiality.
- Provide admin support to the Retail Volunteer and Training Manager and to Shop Managers in relation to Volunteer on-boarding, ensuring that all Retail Volunteers information is processed and retained securely at all times within any current data protection guidelines (e.g. GDPR). Utilise Donor flex/HR systems to record required information as instructed.
- Support the Head of Retail and Area Managers to produce content for regular newsletters and communications for internal distribution to the shops.
- Inform both shop employees and volunteers about developments in new goods sales and other relevant central operations not mentioned so far, such as, but not restricted to: Utilities / H&S / Security & Emergency systems / Safety Certificates / EPC's / Risk Assessments / Trading Standards Legislation / etc.
- Provide on-going assistance and admin support within scope of the role grade as may be reasonably required by the Head of Retail, Area Managers, Volunteer Manager, Logistics Manager and other senior retail employees.
- Provide admin support to new shop opening teams, to assist with new shops opening on time and within budget.
- Train and maintain training knowledge to be able to run a shop if the need arises.

Budget Responsibility

- Lead on behalf of Retail for the financial invoicing system (Focalpoint), taking ownership for analysing the day to day running costs of all the support functions, and ensuring that they are controlled and within budget. Report all anomalies and offer suggestion solutions to Head of Retail.
- Assist the Senior Retail Management Report on budget variances and implement solutions to rectify them.
- Take the administrative lead in the shops quarterly stocktakes. Help analyse results and put plans into place to minimise stock losses throughout the retail division to agreed levels that are comparable with other high street competitors.

Brand Development and Reputation

- Ensure the retail team adhere to brand guidelines and promote our brand reputation.
- Provide administrative support in creating publicity for new and existing supporter activity and campaigns.
- Operate as an ambassador for the central retail administrative dept, monitoring potential opportunities and threats and ensuring that internal and relevant external audiences are aware of both.
- Encourage and develop collaborative working relationships with all staff and volunteers within the shops and the wider hospice audience. Foster a positive team spirit that actively promotes the work of the Hospice.
- Support the Retail management teams to maximise profitability and adhere to organisational management standards, through their management frameworks.
- Help to engage and inform retail staff on all central administrative developments and ensure all staff are fully integrated into processes and/or updates.

General Duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation.



The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.
- All employees must comply with all Hospice Health and Safety Procedures Infection Control
- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment Pandemic or major incident.
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs.



PERSON SPECIFICATION

Job Title:	Retail Administration Co-ordinator
Department:	Retail
Hospice Band:	Retail Band 3 (soon to be corporate band H)

Requirements	Essential	Desirable	How identified
Education and Qualifications	<ul style="list-style-type: none"> GCSE Maths and English, or equivalent IT literate & competent at MS Excel, Word and other relevant EPOS and on-line platforms. 	<ul style="list-style-type: none"> A further or higher standard of education in a relevant area 	<p style="text-align: center;">A, C</p> <p style="text-align: center;">A, C, T</p>
Knowledge and Experience	<ul style="list-style-type: none"> Knowledge obtained via extensive experience in equivalent or relevant areas. Significant relevant experience and expert knowledge in the sector. Experience of managing/overseeing a budget. Demonstrates experience of meeting targets, on time and in budget limits. Proven experience in admin or project management. 	<ul style="list-style-type: none"> Charity Retail experience Evidence of relevant sector experience in providing admin support in H&S, Utilities provision, Maintenance, Bought in goods and other support functions such as accounts. 	<p style="text-align: center;">A, I</p> <p style="text-align: center;">A, I</p> <p style="text-align: center;">A, I</p> <p style="text-align: center;">A, I</p> <p style="text-align: center;">A, I</p>



<p>Personal skills and attributes</p>	<ul style="list-style-type: none"> • Excellent written & verbal communication - can communicate with impact and persuasiveness. • Uses numeracy skills to manage budget and targets. • Excellent customer skills with appreciation of the benefits of good customer service - both externally and internally with shop staff. • Administrative skills and ability to refine processes and procedures to enable lean working. • Able to prioritise and has an organised approach, managing a demanding workload under pressure. • Excellent at building positive and productive working relationships. • Ability to motivate people and build team spirit. • Ability to resolve issues and remain calm. • Attention to detail and drive to finish any projects to a successful conclusion. • Flexibility to cover other peoples' duties from time to time. • Drive and enthusiasm. 		<p>A, I, T</p> <p>A, I, T I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>I</p> <p>T, I</p> <p>I</p> <p>I</p>
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	<ul style="list-style-type: none"> • Ability to work autonomously and as an effective member of a team, using initiative. • Caring and empathetic approach • Flexible and adaptable to a variety of tasks • Commitment to Hospice priorities and aims. • Ability to maintain confidentiality 		<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
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A= Application form

I=Interview

T=Test

C=Certificate

