

## Northern Ireland Hospice

### Job Description

<b>Post:</b>	Retail Support Manager
<b>Department:</b>	Retail
<b>Location:</b>	Based in Antrim Road, Belfast but will cover NI Hospice Retail Portfolio
<b>Reports to:</b>	Regional Manager
<b>Hours:</b>	37.5 hours per week
<b>Contract:</b>	Permanent
<b>Salary Range:</b>	£26279 to £28122

*Whilst the full salary range is advertised, our approach to starting salaries is generally to appoint at the lower end of the range. This ensures that pay progression steps are available to reward our colleagues annually based on their contribution to excellence and alignment to our values and behaviours.*

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#### Role

This role is all about driving revenue generation across the NI Hospice Retail portfolio. You'll be at the forefront of supporting new shop openings, refurbishing existing ones, and leading recruitment, induction, and team development. Your expertise will be key to ensuring every retail opportunity is maximised to its fullest potential.

Flexibility is essential, as you will travel across Northern Ireland to various retail locations. You'll have the option to use an NI Hospice vehicle for these visits, provided you meet the insurance requirements.

## **Main Responsibilities**

### **Income Generation**

- To be responsible for driving revenue generation across all retail outlets through strategic planning, effective merchandising, and sales initiatives
- To identify opportunities for growth and to implement innovative sales strategies, maximising profitability and contribute to the financial success of the organisation

### **Management**

- To develop the team to enable efficient and consistent sorting, pricing, and preparation procedures for donated goods
- To establish and nurture relationships with staff, volunteers and the wider community to maintain a consistent flow of stock
- To act as a key-holder and liaise with relevant authorities, when required
- To develop the team to ensure adherence to high standards of cleanliness and merchandising within the retail environment
- To ensure that all staff and volunteers have completed mandatory training and adhere to relevant health and safety requirements
- To develop the team in organising special events and promotions to drive sales and donations as required

### **Project Management**

- To oversee and deliver the successful implementation of retail projects, including store renovations, openings, and seasonal changes
- To coordinate logistics and manage budgets and timelines, ensuring projects are executed efficiently, meeting organisational objectives and exceeding customer expectations

### **Customer Service**

- To ensure the staff and volunteers deliver an exceptional customer experience which is paramount in NI Hospice retail operations
- To champion a customer-centric approach, ensuring that all interactions reflect NI Hospice commitment to quality service and satisfaction
- To resolve customer inquiries and address feedback, as required, promoting loyalty of customers and donors

### **Administration**

- To manage retail inventory

- To maintain accurate records, analyse performance metrics, and generate reports to inform decision-making and drive continuous improvement initiatives
- To maintain accurate records regarding training and health and safety

**General Responsibilities:**

- To provide courteous and respectful service aligned with NI Hospice values
- To be familiar with and adhere to NI Hospice policies and procedures
- To be an exemplary role model upholding NI Hospice values and code of conduct in all interactions

**This job description is neither definitive nor exhaustive and may be amended to meet the changing needs of Northern Ireland Hospice.**



**OUR VISION** is that infants, children and adults with life-limiting and life-threatening illness and their families receive excellent and compassionate palliative care, thereby, maximising their quality of life.

**In pursuit of this vision, our Mission** is to inspire and deliver excellent and compassionate specialist palliative care via effective service models underpinned by exemplary education, innovation, and research.

Underpinning this strategy are **OUR VALUES** which we will strive to live by daily.

**WE BELIEVE IN:**

A culture of respect and acceptance without distinction or judgement, where everyone can belong.

Acting with courage, compassion, and integrity to add value to all that we do.

Being pioneering, professional and accountable to deliver our very best.

**"We are an equal opportunities employer, and we welcome applications from all suitably qualified persons."**

## Job Specification

### Essential Criteria

1. 5 x GCSEs (or equivalent) to include Maths and English
2. 3 years' + retail experience in supervisory or management role
3. Be competent in the use of MS Office
4. Demonstrate experience of overseeing health and safety practices within a Retail environment
5. Demonstrate experience of working to tight deadlines and to challenging KPIs
6. Hold a current full driving licence permitting driving in the UK and Ireland and access to transport with business insurance purposes to fulfil the requirements of the role. This role can provide access to a Hospice insured vehicle; to access a Hospice insured vehicle you must be 25 years or older with less than 6 points on your licence. In the case of having a disability, you must be able to demonstrate how the mobility requirements of the position will be met; please note that due to the large geographical area public transport is not suitable.

### Desirable Criteria

1. Demonstrate experience of developing and delivering training to teams
2. Demonstrate Experience of working with volunteers
3. Understand the legislation relating to charitable trading and of the Trading Standards requirements in relation to the sale of goods and consumer rights
4. Demonstrate Experience in dealing with environmental health and trading standards officers
5. Demonstrate experience of complying with Health and Safety legislation and requirements

<b>Conditions of Employment</b>		
	<b>Requirement</b>	<b>Assessment</b>
1.	The Right to Work in the UK.	Provide original Right to Work documentation
2.	Provide 2 satisfactory references, one being from the most recent employer at managerial level	Give the name and contact details of referees in the application form.
3.	Able to fulfil the Occupational Health requirements for the post which includes being physically and mentally fit for the purposes of the work.	Complete and return the Medical Questionnaire and attend an Occupational Health Assessment, if required.
4.	Successful applicants will be required to go through a Basic Access NI check.	Access NI check
5.	Qualifications	Certificates
6.	<p>Driving Licence - Hold a full current driving licence valid for use in the UK and Ireland and have access to a suitable vehicle on appointment. Valid driver licence, business insurance &amp; MOT as relevant. Checked prior to appointment.</p> <p><i>This criterion will be waived in the case of a suitable applicant who has a disability, which prohibits them from driving but who is able to organise suitable alternative arrangements in order to meet the requirements of the post in full.</i></p>	Provide relevant documentation