

# Job pack

## Retail Operations Manager



## This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

### Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

### Community Support

We facilitate a wide range of social activities and other wellbeing support.

### Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

### Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

### Partnerships

Age UK HHB is a founder member of 3ST <https://www.3stnwl.org.uk/> and H4All <https://www.h4all.org.uk/>. We are a board member of Harrow Together and we lead the Older People's Network in Brent. Partnership work is a core component of our strategy and many of our services are delivered in partnership with other local charities.

## How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://www.ageuk.org.uk)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting [hr@ageukhbb.org.uk](mailto:hr@ageukhbb.org.uk)

## What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

**Closing date for applications: Friday 4<sup>th</sup> October 2024**

# The Role: Retail Operations Manager

**Salary:** £32,000 FTE (approx £22,857 pro rata)

**Hours:** 25 hours per week (preferred option 5 hours per day Tuesday to Saturday but open to discussion); Some flexibility required to support the retail team when business directs such as Health & Safety or Annual Leave issues to provide shop cover and support

**Responsible to:** Director of Resources

**Responsible for:** Shop Managers and Assistant Manager, cover staff

**Accountable to:** Marketing & Communications Manager

**Employed by:** Age UK Hillingdon, Harrow and Brent

**Based at:** Based at Age UK HHB head office, 3 Chapel Court, 126 Church Road, Hayes, UB3 2LW. We offer a hybrid and flexible working policy on successful completion of induction.

## Role Purpose

### Main purpose of the job:

The post holder will be an integral member of Age UK HHB and an active member of the Operational Management Team (OMT) leading on the management and development of the organisation's retail and associated fundraising activities. We currently have two retail shops, one in Hayes and the other in Ruislip. These have previously been run in partnership with Harlington Hospice but we have now decided to bring this operation back in-house. We are looking for someone to manage these two shops whilst developing opportunities for growth with new stores and corporate relationships.

The shops play an important role in giving us a presence in the Community and providing a qualitative and welcoming experience. We want them to be a vibrant hub that allow us to raise income, provide a local brand experience and engage supporters in specific products/campaigns.

### Key relationships:

Age UK HHB, Harlington Hospice, shop staff and volunteers, partner and stakeholder organisations, customers.

## Main duties and responsibilities (role profile)

### **ACCESS TO A CAR AND A CLEAN FULL DRIVING LICENCE IS A REQUIREMENT OF THIS POSITION**

- Strong and collaborative management of shop staff and volunteers to deliver and develop the shops' activities
- Identify opportunities for the development & improvement of new and existing locations to grow our portfolio and income in line with our strategic goals
- Ensure financial targets are being met by the designated shop teams by maximising sales and minimising costs, monitoring financial/till systems and over-seeing Gift Aid
- Work with corporate organisations to develop relationships and increase donations, collaboration and volunteering opportunities across the organisation
- Work with the Marketing and Communications Manager to ensure a clear and consistent brand image throughout the shops and in all associated fundraising activities
- Develop relationships with customers, volunteers and donors to improve community engagement and develop opportunities for new services and income streams
- Source and process sufficient donations of appropriate quality to keep shops well stocked and attractive to customers of all ages
- Encourage a creative shop environment where shop teams seek to maximise income in new and innovative ways, including through fundraising initiatives
- Motivate staff to meet their targets and support them to achieve their goals
- Maintain up to date knowledge of the marketplace, competitors and trends and adapt the future retail strategy accordingly
- Identify corporate partners and explore areas for generating income
- Recruit and develop a team of volunteers to support in the shops and with associated fundraising activities

### **Service Delivery**

- Be an active member of the Age UK HHB Operational Management Team taking forward role specific and corporate wide tasks and activities in relation to Age UK HHB core objectives

### **General**

- To be pro-active in maintaining personal and professional learning and development and identify own training needs as they arise
- To attend staff meetings, away days and other similar staff events
- To participate fully in regular one-to-one supervision sessions and in an annual performance appraisal
- Work as part of the team to seek feedback, continually improve the service and contribute to business planning. Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner
- To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB

- It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way
- Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all duties required
- Ensure compliance with all relevant policies and procedures in relation to health and safety, equal opportunities, safeguarding, lone working, customer service, data protection and confidentiality
- Work within all Age UK HHB policies and procedures including Equality and Diversity, Health & Safety, Confidentiality, Data Security, Lone Working and Safeguarding

**Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent**

## Person Specification

<b>Education &amp; Training</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Candidates are welcome to demonstrate their ability to match the person specification by expanding on how their experience and training might have provided them with the knowledge or skills required for the role. Successful candidates will be appointed on merit	Retail Management Training

<b>Experience, knowledge and skills</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Experience of multi-site retail management in a charity and/or commercial retail organisation	Able to demonstrate an understanding of charity retail operations  Experience of working in a Charity Shop
Able to demonstrate an understanding of charity retail operations and financial pressures	Commercially focussed, with a proven track record of setting and managing budgets
Good interpersonal and influencing skills, capable of interacting with a range of people, including other staff, volunteers, customers and key business stakeholders	Proven ability to manage and motivate others to achieve exceptional results and negotiate favourable arrangements
Excellent management skills and confident with conflict management and resolving disagreements with different stakeholders	
Experience of working with corporates to develop collaboration opportunities	
Experience of fundraising	Working knowledge of the Fundraising Regulator Code of Practice
Experience of recruiting, training and managing volunteers	
Lead and inspire through change management to engage and motivate teams, ensuring shop teams fully	

understand and engage with our aims and feel part of the organisation	
Good communications skills, with a solid knowledge of English and the ability to communicate ideas in a clear and concise way, both verbally and in writing	
Skilled in the use of MS Office, particularly Excel and Word, Internet, email (Outlook) and ideally knowledge of using a database	

<b>Knowledge and Skills</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Passionate about, and committed to the Aims, of Age UK HHB	
Ability to work as part of a team and work alone using your own initiative to plan a productive working day with a commitment to team sharing and learning	
A commitment to equality of opportunity and implementation of this in your work	
Analytical, with the ability to quickly interpret information, news, data and research	
The ability to work in a changing environment and respond flexibly to changing needs and demands	