

ST ANDREW'S HOSPICE **JOB DESCRIPTION**

Job title	: Furniture Sales and Logistics Manager
Department	: Retail
Reports to / Line Manager	: Head of Retail and Trading
Pay Range	: R5

Purpose of Job

To lead and operationally manage the sites identified as dedicated or significant furniture stores, delivering People, Income, Service, Risk, Housekeeping, Safe, Legal and Secure objectives and standards.

To operationally manage the logistics to achieve furniture movements.

To develop furniture sales activity and donations of furniture, including new goods, goods sourced through commercial relationships, donations by the public, online sales and, house clearance

To operationally manage the external communications, marketing (supported by the MARCOMS team) and develop the external relationships needed to secure the required volume of furniture for resale

Main responsibilities

- To lead and operationally manage the Furniture Stores' Teams to deliver Income, Service, People, Risk and Housekeeping Standards & objectives, whilst complying with our Safe, Legal and Secure framework and adhering to all Hospice policies and procedures. (This applies to dedicated furniture stores, not general shops within the portfolio).
- Act as the site manager for identified stores
- To work with the DCEO Head of Retail and Trading on developing new sites for furniture sales
- To oversee all furniture collections and deliveries with Retail Drivers, scheduling and rota creation to ensure furniture movements are efficient, effective and timely. To ensure the cost of deliveries is appropriately costed and profitable.
- To be responsible for developing external communications, marketing and external relationships to secure the necessary volumes of furniture for resale and outlets for sales (including but not confined to, other furniture retailers, Local Authority furniture purchases for social housing etc)

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- To support the development, at the appropriate time, of house clearance activity if deemed to be profitable and relevant to the ongoing growth of furniture sales
- To be responsible for the sourcing of new items of furniture and related items that complement our offer and are profitable, using new goods if and as needed to maintain volumes of activity and sales in furniture stores
- To lead and manage your teams to deliver an outstanding customer and donor experience every time, role modeling effective gift aid dialogue and practices.
- To positively contribute to the growth of our online trading activity, with particular emphasis on furniture listings.
- To directly support to process of auditing furniture and furnishings operations' across the business from a fire safety (or any other pertinent regulations) perspective.
- To develop strong relationships within our local communities to attract and retain optimal numbers of volunteers to support your shop and the retail team.
- To maintain and enhance the reputation of the Hospice and retail br
- To demonstrate ownership and follow up of shop issues, premises matters and agreed actions.
- To proactively respond and feedback information on trading performance with suggestions for continuous improvement.
- To evaluate weekly performance data to improve business performance
- To recruit, interview, train, induction and manage an optimal team of volunteers.
- To communicate regularly with volunteers in an engaging manner to ensure they are fully informed about the shop and Hospice's activities and maintain a positive team spirit.
- To demonstrate to our volunteers that they are valued
- To inspire our people to be our next generation of Shop Managers, identifying future potential

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- To communicate effectively with the Warehouse function to meet stock requirements and densities to achieve sales.
- To keep up to date with the retail trading environment including national trends, and local community news which are essential to driving sales in your shop.
- To ensure stock is merchandised to the highest standard and all customer notices and internal signage are consistent with brand guidelines.
- To promote customer feedback processes and use them to improve service
- To celebrate success with volunteers and employees
- To positively champion new ideas, systems, policies and procedures.
- To evaluate the commercial impact of merchandising decisions.
- To ensure the highest standards of customer care and service are demonstrated at all times.
- To share best practices and team success across the Retail team. Involving your team in decisions where appropriate, creating a sense of ownership and accountability
- To ensure all staff and volunteers work to respective policies and procedures.
- To monitor and check security of stock and cash on the premises and to report any shortfalls
- To be part of the on call team as required and agreed through the use of a fair rota system
- To competently complete daily till audits and banking procedures.
- To capture incidents, accidents and near misses on our Vantage system, following up and sharing learnings with your team.
- To competently forecast consumables' requirements and place orders through the MyAcopia portal

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- To ensure that all records and administrative paperwork including timesheets are completed within set timescales.
- To ensure all working practices comply with Health & Safety Legislation and Hospice policies in this area.

Management of People

Direct: Deputy and trainee managers and all volunteers working in the Furniture stores

Indirect: Retail Drivers

Contacts & Relationships

- To act as a point of reference for Hospice managers and staff for departmental queries.
- To liaise with the HR department to ensure compliance with agreed policies and procedures relating to recruitment, induction and support of staff and volunteers.
- To maintain high standards of communication within the Hospice, by means of personal contact, written communications and meetings.

Resources

Personal protective equipment appropriate to the role.

Person Specification

Qualifications

Essential

GCSE / O level or equivalent L2 in Mathematics and English

Desirable

Retail related qualification

Experience

Essential:

Experience in a retail management setting, including furniture sales
Full drivers licence and access to own vehicle

Desirable:

Knowledge and experience of large format furniture store and/or house clearance operations.

Knowledge/Skills

Furniture sales / Retail operational management / logistics and problem solving / systems monitoring.

Health and Safety risk management relevant to retail outlets / site management.

Ability to deliver excellent customer service and be able to support and mentor others to do so.

Effective merchandising and display of goods to drive sales

To be able to lead and motivate a team.

Qualities

Performing under pressure whilst remaining calm and organised.

To be receptive to change and to act as a change agent.

To maintain excellent rapport with staff, volunteers, customers, donors, supporters and service users.

To actively role model a positive first response to resolving issues.

To demonstrate a considered and logical approach to problem solving.

To demonstrate a dedicated approach to customer service and team working

To be flexible and willing to manage other shops within a defined area, for development purposes and to meet the needs of the business.

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Mandatory Training – The post holder must complete and maintain the required level of mandatory training required for the role.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are

required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....
Received by.....
Name (Print).....