

## Retail Information Coordinator Job Description

<b>Job Location:</b>	CHSS Head Office, Third Floor, Rosebery House, 9 Haymarket Terrace, Edinburgh, EH12 5EZ
<b>Responsible to:</b>	Head of Retail Procedures
<b>Responsible for:</b>	None

### 1. Introduction to Chest Heart & Stroke Scotland

# NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



**Our Vision:** welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

**Our Mission:** welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



**No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.**

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people**: people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

**Agile:** we will be able to adapt to the needs of our people and the environment we work in.

**Innovative:** we will look for improvement in what we currently do and be creative in developing new services.

**Inclusive:** we will adopt a human rights based approach to our work and ensure we are accessible.

**Accountable:** we will take ownership for our work and hold decision makers to their responsibilities.

**Collective:** we can only achieve our goals by working together and learning from each other.

**Courageous:** we will say what needs to be said and do what needs to be done to meet our goals.



## 2. Job Purpose

The main purpose of the post of Retail Information Coordinator is to (1) use management information to ensure that the activities and actions of Retail & Trading are properly monitored and justified and (2) provide support to ensure the retail property portfolio is managed effectively.

## 3. Key Responsibilities

Assist the Director of Retail in Business Planning and Analysis:

- Producing business and investment cases for Retail activities.
- Reporting on specific scenarios affecting CHSS's retail performance and plans.
- Producing growth projections and assisting with departmental strategic plans.
- Assisting with Retail and Trading budgeting.

Information Handling and Performance Tracking:

- Collect, monitor and report on Retail performance across a number of indicators from across the charity (collating data from HR, Eproductive, the Audit and Compliance team, CHSS management accounts, Volunteering department and others, as required, to produce a number of reports).
- Undertake bespoke information gathering and reporting based on the specific needs of Retail & Trading staff.
- Developing new ways to monitor and manage Retail information.
- Contribute information and data to audits and other investigations as required by Retail and Trading staff

#### Property Acquisition and Management:

- Assist the Director of Retail with new shop acquisitions and negotiations.
- Work with CHSS' solicitor and building surveyors to maintain on-going records tracking the progress of shop acquisitions and relevant documentation.
- Work with the Audit and Compliance Officer to ensure CHSS' legal responsibility within Construction Design and Management regulations is fulfilled.
- Maintain a property management spreadsheet and Instruct and authorise property maintenance work in accordance with financial authority levels.

#### Trading:

- Work with the Trading team to develop and manage effective ways of managing stock holdings, sell-through rates and other required measures
- Develop tools to help the Trading team make effective buying decisions

#### Other tasks:

- Assess and analyse the social impact of CHSS stores and help develop measures to establish a lasting engagement with local communities.
- Represent Retail & Trading on relevant CHSS staff groups, as necessary.
- Involvement in Retail procurement processes.

#### **General responsibilities**

- To participate in the CHSS appraisal and support & development process
- To comply fully with CHSS policies and procedures
- To attend training sessions and other activities as required
- To undertake any other duties as directed by your line manager

#### **4. Dimensions**

Budget responsibility: none

#### Contacts: **(Internal)**

Director of Retail  
Head of Retail Product  
Head of Retail Field Operations  
Regional Retail Managers  
Regional Support Managers  
Director of Fundraising  
Audit and Compliance Officer  
Retail Admin Assistant  
Shop Managers and Assistant Shop Managers  
Volunteers  
Corporate Services Department

#### **(External)**

CHSS' Property Consultants  
Solicitors  
Property Agents and Managers

Landlords  
Contractors  
Suppliers  
Charity retail Association and other organisations in the Charity sector

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.*

## Person Specification

	Essential	Desirable
<b>Education and Knowledge</b>	<p>Good educational standard.</p> <p>Proficient in the use of Microsoft Office, particularly Excel and PowerPoint.</p>	<p>Understanding of the commercial property sector, especially acquisition processes.</p> <p>Knowledge of the Charity and Retail sectors.</p> <p>Knowledge of marketing principles.</p> <p>Full, clean UK driving licence</p>
<b>Previous Experience</b>	<p>Experience in using a variety of databases.</p> <p>Successful experience of target driven work.</p> <p>Preparation of reports and presentations for a range of audiences.</p>	<p>Previous experience of management information systems.</p> <p>Good understanding of planning regulations, building management, maintenance and refurbishment.</p> <p>Understanding of Gift Aid, Budgeting and forecasting</p>
<b>Skills Aptitudes Abilities</b>	<p>Ability to conduct research and analysis to enable effective business decisions.</p> <p>Ability to collect quantitative and qualitative data to create management information and to use this to monitor and report on performance.</p> <p>Excellent people skills, with ability to develop effective relationships with internal staff / external staff / stakeholders / suppliers / contractors</p> <p>Good commercial awareness in approach to the projects and development of the role.</p> <p>Excellent communications skills, particularly written and verbal presentations</p> <p>Highly organised, with ability to plan and prioritise own work to meet deadlines.</p>	<p>Excellent influencing and negotiating skills</p>
<b>Disposition</b>	<p>Commitment to ethos of the voluntary sector</p> <p>Commitment to equal opportunities</p>	

## Summary of Terms and Conditions of Employment

<b>Term:</b>	Fixed-term for 6 months
<b>Salary:</b>	Grade 4(ii), Scale Points 20-26, £20,720 – £24,573 per annum  <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
<b>Hours of work:</b>	32.5 hours per week (CHSS full-time)
<b>Review of Work:</b>	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
<b>Annual Leave:</b>	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
<b>Pension scheme:</b>	<p>CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.</p> <p>Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.</p> <p>There are also schemes which provide death-in-service benefit and permanent health insurance.</p>
<b>Equal Opportunities:</b>	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.