

<b>Job Location:</b>	Home based with travel across West of Scotland (company car provided)
<b>Responsible to:</b>	Head of Retail Field Operations
<b>Responsible for:</b>	Shop Managers in the region

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 Regional Retail Manager is to assist in the delivery of the agreed Retail strategy through:

- the management of the continued growth of the chain
- the delivery of financial targets through others
- the recruitment, management and development of the right people
- the delivery of the right culture, including processes, procedures and reporting mechanisms
- a regular consideration of and positive attitude to risk

## 3. Key Challenges

CHSS No Life Half Lived strategy includes doubling our reach over the next 5 years. The key challenges for the Regional Retail Manager, from this are:

- To manage and grow the CHSS Retail business, a commercial and fast-moving business, within the context of a charity which has a different ethos.
- To manage relationships with colleagues across the organisation in order to work more effectively together and at pace.

To ensure the NLHL strategy is embedded in the Retail and Trading department, both in respect of branding and in respect of community hubs to ensure that those we support in the community can access our resources

#### 4. Key Responsibilities

##### MEMBERSHIP OF THE LEADERSHIP TEAM

###### **Leadership & Management:**

- To contribute to the development and delivery of successful retail & trading operations within the Leadership team and through the successful management of field and shop staff and volunteers
- To create a culture in which staff and volunteers take ownership for the success of their stores
- To communicate clearly with staff and volunteers, ensuring that all tasks set are carried out satisfactorily

##### PROPERTY MANAGEMENT

- To project manage any new shop acquisitions and disposals, liaising with relevant staff
- To assist in creating community hubs at shops and ensure these new shop hubs are delivered in accordance with CHSS's New Ambition.
- To provide information as necessary to comply with property maintenance procedures.
- With the Shop Manager, to make regular inspections of the interior and exterior of shop premises and to advise the Director of Retail as appropriate of maintenance requirements (interior and exterior)
- To arrange routine maintenance in accordance with current procedures
- To deal efficiently with emergency maintenance and break-ins, in accordance with current procedures

##### THE DELIVERY OF FINANCIAL TARGETS THROUGH OTHERS

###### **Sales:**

- To ensure that each shop achieves its full sales potential by meeting agreed Key Performance Indicators
- To ensure that each shop's merchandise is clearly priced, to monitor pricing levels and to ensure a consistent level that will achieve maximum sales in accordance with current pricing policy
- To ensure that each shop carries out correctly any centrally organised promotions, and also features its own regular seasonal and local promotions as appropriate

###### **Profit:**

- To ensure donations are Gift Aided where possible and that correct procedures are followed with regard to Gift Aid
- To keep all controllable expenses to a minimum level without loss of sales and to ensure that shop staffs are aware of the importance of cost control
- To dispose of donated goods which are unsuitable for sale through CHSS shops at the best possible prices in accordance with current policy and local arrangements

###### **Stock:**

- To give training, support and guidance to Shop Managers and Assistant Shop Managers on the generation of adequate supplies of donated stock

- To check that shop sales areas are well stocked and that an efficient rotation system is carried out in accordance with standard procedures
- To check that all stock on display is clean, attractive, saleable and well presented
- To check that incoming stock is efficiently sorted and prepared for sale and that stock and sort rooms are properly organised
- To monitor the stock, display and sales of all new goods in accordance with current procedures
- To arrange the transfer of new and donated stock between shops where necessary

## THE RECRUITMENT, MANAGEMENT AND DEVELOPMENT OF THE RIGHT PEOPLE

### **Staff and volunteers:**

- To ensure that shops have the correct level of properly trained staff and volunteers, as agreed with the Senior Regional Retail Manager, to create teams which are effective, efficient and well informed
- To recruit, train and appraise staff in accordance with standard policies and procedures, and offer opportunities for staff and volunteer development where practicable
- To ensure that Shop Managers take responsibility for creating and maintaining their own teams
- To arrange regular meetings of Shop Managers and teams for the purposes of training, communication and planning
- To maintain a proper discipline in all shops, particularly with regard to time-keeping, trading hours, absence reporting, security, efficient shop work and management. The level and type of control exercised will differ appropriately between staff and volunteers
- In liaison with the Senior Regional Retail Manager, to implement the disciplinary and dismissal procedures appropriate to staff and volunteers where necessary, in accordance with current policies and procedures
- To keep proper records of full and part time staff and to ensure that the necessary payroll and employment documentation is submitted accurately and punctually
- To monitor and control staff holiday dates to ensure that shops are properly staffed at all times

## MONITORING & REPORTING

- To assist the Senior Regional Retail Manager in the development, roll-out and ongoing effectiveness of processes, procedures and reporting mechanisms
- To ensure that all shop staff and volunteers comply with the procedures laid down in the Shops Manual and other instructions issued from time to time
- To visit all shops regularly to ensure that they are being managed effectively and efficiently and in accordance with the departmental guidelines
- Except in the case of emergencies, to plan shop visits in advance and to advise Retail Head Office and Senior Regional Retail Manager of proposed weekly itinerary
- To record shops visits using the Shop Visit Report form and to document findings and relevant actions for each Manager as required
- To interpret and use the management information supplied by Head Office or obtained direct from shops
- To keep weekly and quarterly sales analyses of area and shop sales for discussion and action as requested and to advise the Director of Retail and Senior Regional Retail Manager weekly by telephone of all shop sales and other relevant information

- To monitor all area and shop expenses and keep them to an acceptable level

#### A REGULAR CONSIDERATION OF AND POSITIVE ATTITUDE TO RISK

- To take account of risk in all operations, where risk is defined as opportunities as well as threats, and threats include the consequences of inaction as well as action

#### OTHER

##### **Security:**

- To ensure that Shop Managers and staff are security conscious and follow the correct procedures on security matters in accordance with current instructions
- To check that shop premises are secure and ensure that police are informed of the names, addresses and telephone numbers of key holders
- To ensure that cash control, cash handling and banking procedures are properly followed

##### **General:**

- To undertake other duties from time to time as directed by the Director of Retail or Senior Regional Retail Manager
- To comply fully with CHSS Policies and Procedures.
- To participate in the CHSS appraisal and support & development process.
- To attend training sessions and other activities as required.
- To follow organisational departmental procedures and to act on written and verbal instructions issued from time to time by the Senior Regional Retail Manager and Head Office staff
- To attend meetings for the purpose of training, communications and planning as reasonably required, which may include overnight stays where necessary
- To assist or relieve other Regional Manager/s as and when required, staying away overnight if necessary

#### **5. Key Results/Objectives**

- To deliver all financial targets
- Ensure all shops within Region are aligned with the overall Retail strategy
- Ensuring compliance and best practice guidelines are adhered to
- To support, train and develop staff
- Ensure all shops receive regular documented, supported shop visits

#### **6. Dimensions**

No direct budget responsibility

Contacts: **(Internal)**

Director of Retail

Retail Field & Shop Staff:

- Other Regional Retail Managers
- Retail Audit & Compliance Officer
- Assistant Shop Managers, Sunday Assistant Managers and Volunteers

Retail & Trading Head Office Staff:

- Retail Information Coordinator
- Retail Compliance and Administration Manager
- Retail Admin Assistant
- New Product Manager
- Buying & Merchandising Assistant

Fundraising:

- Regional Fundraising Manager

Other:

- Corporate Services Department

**(External)**

Trades

Surveyor

General public

CHSS supporters

Local businesses

Property Agents

*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 level of general education</p> <p>IT literate and numerate</p> <p>A good understanding of fashion and garment quality</p> <p>Effective product knowledge to maximise sales potential</p> <p>Detailed and up to date understanding of the retail environment and potential for opportunities</p> <p>Full UK driving licence</p>	<p>Knowledge of the local community</p> <p>A knowledge and understanding of the CHSS cause and its objectives</p>
<b>Previous Experience</b>	<p>Demonstrable experience of delivery results through others</p> <p>Demonstrable field management experience (covering a geographical area)</p> <p>A strong retail / commercial background</p> <p>A minimum of 2 years field experience (in a related sector)</p> <p>Previous multi-site retail management experience</p> <p>Proven experience of managing staff</p> <p>Ability to manage the geographic area on a distance basis, whilst ensuring the shops achieve business objectives.</p> <p>Experience of budget management and forecasting</p> <p>Experience of working to and achieving sales targets</p>	<p>Retail experience gained within the commercial sector</p> <p>Recruitment and training of volunteers</p> <p>Some experience of administration / back office organisation</p>

	Experience of monitoring and reporting	
<b>Skills Aptitudes Abilities</b>	<p>Good commercial background</p> <p>Strong leadership and motivation skills</p> <p>Excellent communication and relationship building skills</p> <p>Strong time management and organisation skills</p> <p>Commitment, enthusiasm and drive</p> <p>Able to work under own initiative and take a proactive approach to changing business needs and objectives</p> <p>Ability to work and flourish under pressure</p> <p>Positive attitude, including problem solving</p>	
<b>Disposition</b>	<p>Commitment to ethos of the voluntary sector</p> <p>Willingness to work flexibly, including out-of-hours and away from home</p> <p>Commitment to equal opportunities</p>	



## Summary of Terms and Conditions of Employment

<b>Term:</b>	Permanent
<b>Salary:</b>	Grade 3(i), Spinal Points 32-40, £29,346 - £36,375 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 is 32.5 hours)  Willingness to work flexibly including travel and, on occasion, to stay away from home
<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.