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| Job Title | Area Support Manager |
| Department | Retail |
| Hours | 37.5 hours per week (5 from 7 including frequent weekend/bank holiday working) |
| Responsible to | Retail Area Manager |

About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and north east Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year. Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ★ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ★ Take pride in being a great place to work and thrive
- ★ Deliver bespoke specialist care that supports dignity and choice
- ★ Use our expertise to educate and influence the delivery of excellence in end of life care



Our Team

The Retail estate at Prospect Hospice plays a vital role in generating essential funds to support our services. Collectively, the network of 17 stores, dedicated distribution centre and ecommerce operation raises around £3 million gross annually. Their efforts not only provide vital financial support for the hospice but also promote our brand in the community. We have exciting plans in place to grow the business with additional new store openings. Our stores are at the heart of the charity and our community, raising vital funds and increasing public awareness of the incredible work we do.

Main Purpose & Scope

The Area Support Manager is accountable for supporting store teams to deliver on their KPI's through leading on action planning and supporting with capability of the team. Supporting the Retail Area Manager with a number of key tasks including recruitment, onboarding and inductions of new member of the retail team and compiling of information, especially related to stock management.

The Area Support Manager will help support new store openings and refits.

The Area Support Manager will need to be flexible to provide cover for Prospect Hospice stores, as and when required, as well as other times outside of core trading hours in order to capitalise on local trading opportunities.

Key Accountabilities and areas of responsibility

Profitability and Performance

- Support sales and profitability across all retail stores.
- Monitor and analyse sales performance, identifying opportunities for growth.
- Demonstrates an understanding of the peak trading periods for the stores. Understands the implications on marketing, operations and logistics and highlights risks and opportunities to the relevant parties.
- Gift Aid – maximise the donation management process, ensuring an efficient system for organising donations and maintaining optimal stock levels.
- Support the new goods business by ensuring stores are engaged and maximising the potential of bought in goods.
- Implement effective merchandising and promotional strategies.

Team Leadership

- Motivate, and support store managers and assistant managers to achieve targets.
- Foster a positive and collaborative team culture.
- Coach store managers and provide advice and guidance on shop management issues.

Operational Management

- Ensure all store are well-presented, clean, and compliant with health and safety regulations.
- Regularly review stock rotation, replenishment levels and visual layout to maximise sales.
- Work closely with the Warehouse and Logistics Manager to ensure efficient distribution.
- Plan and conduct regular store visits to ensure standards of cleanliness, strong customer service, and excellent performance are maintained.



- Act as a stand-in manager to cover store management holidays and during periods of unplanned absence.
- Support retail events as needed both in-store and as part of community events.

Expansion and Development

- Support new store openings, working with the store team to maximise the launch.
- Enhance the charity's presence and engagement within the community.
- Support the hiring and induction of new teams for new store locations.
- Ensure all store are sufficiently resourced and vacancies are filled quickly and effectively to avoid store closures.

Financial Management

- Ensure compliance with financial policies and procedures.

Key Contacts

- Retail Area Manager
- Store management
- Store colleagues (paid staff and volunteers)
- Head of Commercial Income
- Warehouse and Logistics Manager
- Income Generation, especially Marcomms
- Finance
- Volunteering team
- Volunteers

Working Pattern

Your normal working pattern will typically be five days across the week, subject to the needs of the business and will involve occasional bank holiday working.

Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end of life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

Safeguarding

It is the responsibility of the post holder to ensure up-to-date knowledge of and to follow the legislation and guidance regarding Safeguarding Adults and Children as stated in the Hospice Safeguarding Policy. This applies to all staff and all staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.



Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.

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Person Specification

| Criteria Category | Requirements | Essential (E) Desirable (D) |
|------------------------------|---|--------------------------------|
| Education and Qualifications | Good level of general education including maths and English GCSE or equivalent. | E |
| | Driving licence and access to a car for work. | E |

| Criteria Category | Requirements | Essential (E) Desirable (D) |
|--------------------------|---|--------------------------------|
| Experience and Knowledge | Experience of delivering to targets and budgets | E |
| | Proven experience in leading and motivating high performing teams to deliver against targets | E |
| | Knowledge of P&L management | E |
| | Experience of effective stock control management and product display. | E |
| | A team player, experienced in delivering accurate work on a timely basis in order to ensure team success. | E |
| | Experience of managing and motivating volunteers | E |
| | Proven experience in multi-site retail management | D |
| | An understanding of the charity/volunteer based sectors. | D |
| | Kudos epos system experience | D |
| | Experience of managing a remote team | D |

| Criteria Category | Requirements | Essential (E) Desirable (D) |
|-------------------|--|--------------------------------|
| Skills | Strong IT skills including MSOffice and TEAMS, with the ability to train team members on basic retail systems. | E |
| | Good analytical skills. | E |
| | Excellent verbal and written communication, skills. | E |
| | Ability to work under pressure and to meet deadlines. | E |
| | Ability to prioritise and manage own workload and be proactive to meet deadlines. | E |
| | Excellent interpersonal skills, including customer service and relationship management. | E |
| | Effective time management and organisational/planning skills in order to prioritise a varied workload in a busy environment. | E |
| | Excellent team player in order to provide support to colleagues. | E |
| | Ability to interpret sales information and make commercial decisions to improve performance. | E |

| Criteria Category | Requirements | Essential (E) Desirable (D) |
|--------------------|--|--------------------------------|
| Personal Qualities | Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times | E |



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| | Driving license and own transport | E |
| | Have a track record of working inclusively and a genuine appreciation of the value of diversity. | E |
| | Able to maintain the highest professional standards at all times, and act as an ambassador for the Hospice and encourage others to do the same. | E |
| | To be authentic, open honest and transparent. | E |
| | Have a flexible attitude with a desire to ensure that we provide an excellent service and play a key part in that delivery. | E |

Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description does not form part of your Contract of Employment

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