

Job Description

Job Title:	Furniture Hub Manager
Grade:	Band 3
Hours of Duty:	Full Time - 37.5 hours per week

Organisational Arrangements

Accountable to:	Head of Retail
Other Accountabilities:	Area Manager, Director of Finance & Income Development

Role Summary

To manage the Hospice Sales and Distribution unit (the "Furniture Hub") , displaying and selling items of furniture and other goods donated by the public. To utilise all aspects of the building to enhance and increase revenue from other projects and initiatives.

To coordinate a number of volunteers to keep the organisation running effectively whilst looking after the local community's needs and the needs of the volunteers where possible.

To positively re-enforce the reputation of Dr Kershaw's Hospice and raise the profile of Dr Kershaw's Hospice within in the local community.

Key Responsibilities

- To support the Hospice and Retail team in the planning and execution of the overall Retail operational strategy, ensuring the site delivers against defined KPIs whilst being able to meet and support the changing business needs of the Hospice.
- To maximise revenue, through sales creation and the management of direct reports.
- To work with key Hospice departments to ensure the site has the right people in the right roles including team development at all levels - including volunteers.
- Identify, facilitate, and implement initiatives to drive forward with continuous income generation, quality, and application of consistent processes..
- To support and develop the Warehouse Assistants to carry out independent work within the HUB whilst keeping an overall view of their whole operation.
- To develop all required HR responsibilities, such as probationary reviews, appraisals, 1-2-1's and feedback conversations to enable continuous improvement. This would also include all underperformance issues and formal performance management duties.
- To identify opportunities to drive engagement on site, ensuring a consistent approach is achieved.
- To ensure that all employee relations issues are managed in line with Hospice Policy and legal requirements, seeking HR support and advice.
- To lead by example and ensure that all colleagues work in line with required Hospice and CQC Standards and all Health and Safety measures, creating and maintaining a safety-first culture.

- To induct all new staff appropriately for their roles and to create and manage the day to day volunteer rota to ensure correct volunteer levels on site
- To undertake any other reasonable operation duties and requirements as requested in line with the needs of the organisation.

Knowledge and Experience

- Managerial experience within a manufacturing, processing, or distribution environment.
- Experience of managing teams
- Business to Business partnerships development.
- Proven working knowledge of Health & Safety and legal requirements within a distribution environment.
- Ability to interpret data and effectively apply to the needs of the business.
- Knowledge of building strong team dynamics and the creating a culture of positive working
- Demonstrate the ability to coach, lead and motivate teams to deliver results.
- Experience of working within set budgetary and performance targeted workplace
- Able to clearly communicate at all levels (direct and indirect reports) delegating to the appropriate level.
- Adaptable to change and be self-aware of own actions.
- Ability to make decisions based on evaluation of risks, impact of decision on all departments and knowledge of the business.
- Ability to influence peers and senior Managers.

Other Duties

- This post involves weekend and some evening work, for which time off in lieu will be given.
- To be aware of the requirements of the Data Protection Act and to follow local codes of practice to ensure appropriate action to safeguard confidential information.
- To foster thoughtful, courteous and caring relationships with team members, colleagues, donors, supporters, organisations and businesses.
- Carry out any other duties appropriate to the position.

Volunteers

- To assist and support the volunteers to perform their roles to the best of their ability.
- In addition, the post holder will act as a volunteer lead who will perform inductions to enable us to understand the volunteers needs and set out guidelines to follow whilst in the workplace.
- To work alongside, the Volunteer team to ensure and promote clear communication within the organisation.
- To monitor the wellbeing of our volunteers, ensuring we follow safeguarding practices outline in the Hospice policies.

Health and Safety/Security

- To be familiar with all requirements of the Health and Safety at Works Acts and the Hospice Health & Safety policies and regulations applicable to the post.
- To co-operate actively with the nominated Health & Safety person in achieving the aims of the Hospice Health & Safety Policy, Fire Regulations, related issues and various procedures and ensure the legal requirements are met.
- To take responsible care for the health and safety of themselves and of others who may be affected by their acts or omission, and comply with the Health and Safety legislation.
- To wear appropriate safety clothing and use appropriate safety devices as requires, and not to interfere with or misuse anything which is provided in the interests of health and safety.
- To report and co-operate with the investigation of all incidents and accidents that have led to or may lead to injury and to report all hazards or shortcoming in the protection arrangements.
- To ensure as far as predictable that all materials used within the Hospice and its subsidiaries for fundraising activities are properly stored, used and disposed of and that any items of equipment are properly tested, used, maintained and repaired as necessary.

Education & Training

- Participate in the hospice appraisal system.
- To maintain high professional standards and to continue own personal and professional development.
- Assist in teaching and supervision of other members of staff and volunteers.
- Participate in the orientation of new staff.
- Attend all mandatory training/update sessions.

General

1. **Confidentiality** - It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held on the Hospice computer system.
2. **Equal Opportunities** – The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.
3. **Health and Safety** – Staff must ensure they are familiar with the requirements of the Health and Safety Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
4. **Safeguarding** – Dr Kershaw's Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospice safeguarding policy. Regular safeguarding training updates will be held and are mandatory for all staff.

The above indicates the main duties that may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

Due to the nature of the organisation you will undertake any other reasonable tasks or duties that are deemed to be within your capability, to meet the needs of the organisation's services and/or directed by a senior manager to whom you have a reporting relationship.

PERSON SPECIFICATION

JOB TITLE: Furniture Hub Manager

Note to applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

KEY: E = Essential D = Desirable A = Application I = Interview P = Practical S = Short listing criteria		
Requirement	Essential/ Desirable	Assess from:
Education & Qualifications		
Educated to A-level standard or equivalent, or have substantial relevant work experience in a similar position	D	A, S
GCSE passes in English & Maths (grade A-C) or equivalent	E	A
Post graduate or professional qualification	D	A, I
Experience & Knowledge		
Experience within the retail sector	E	A, I, S
Experience within the charity retail sector	D	A, I
Strategic thinking and planning skills; with the ability to identify and evaluate new developments to core business	E	A, I
Experience in managing and good knowledge of Gift Aid in the charity retail environment	D	A, I
Experience of second hand furniture retail	D	A, I
Substantial knowledge and expertise within retail management including pricing, branding, merchandising, stock management	D	A, I, S
In-depth knowledge of retail provision within the not-for-profit sector, including stock sourcing, pricing, legal and regulatory requirements, goodwill and links to organisational brand	D	A, I
In-depth knowledge and application of legal requirements relating to retail premises and operations, and health and safety within public retail premises	D	A, I, S
Excellent knowledge of people management, including recruitment, performance management, application of employment policies, training and development	E	A, I, S
Knowledge of volunteer management and application of volunteer policies	D	A, I
Experience and strong knowledge of financial management; including budget setting, forecasting, and achieving income / profit targets within a multi –premise retail operation	E	A, I, S
Personal Attributes		

Highly effective leadership skills and a good motivator; in order to lead and motivate a substantial and diverse team across a number of locations	E	A, I, S
Committed to equal opportunities, anti-discrimination, anti-oppressive policy and practice and social inclusion and how this translates into good practice	E	A, I
Ability to work in an empathetic and sensitive way at all times, particularly when in contact with or distributing information to/on behalf of Hospice families	E	A, I
Committed to the values and work of voluntary and community organisations	E	A, I
Excellent organisational skills, combined with good problem – solving skills, and the ability to work on a number of competing high priority projects at once	E	I
Enthusiastic and self-motivated with a professional, entrepreneurial approach	E	A, I
Application of creative and lateral thinking, combined with good problem-solving skills	E	A, I, P
Excellent interpersonal skills, including negotiation, facilitation and conflict resolution skills; with the ability to build relationships and work collaboratively with colleagues	E	A, I, P
Excellent communication skills with an excellent standard of written and oral English; with the ability to write and present business and financial reports	E	I, P
Good knowledge of the local area and retail trends and developments within the area	D	I
Ability and willingness to work flexibly including some evening and weekend work	E	I
Able to travel in course of carrying out duties with a full driving licence and reliable vehicle	E	A, I, S