

Recruitment Pack

.....

Head of Retail

Salary: Up to £45,942 per annum
(dependent upon experience)



Contents

- 3 A Message from Vicki Askham
- Director of Finance and Resources
- 4 About Us
- 6 Our People
- 7 What We Do
- 8 Job Description
- 12 Person Specification
- 13 Main Benefits and Terms
- 14 How to Apply

***“How people die remains
in the memory of those who live on”***

Dame Cicely Saunders





A Message from Vicki Askham Director of Finance and Resources



Welcome to St John's Hospice Shops Ltd and thank you for taking the time to consider this role.

St John's Hospice is a truly wonderful local charity. We offer palliative and end of life care to a community, which reaches from Grasmere to Garstang and from Morecambe to Sedbergh. St John's offers care in the Hospice and in patients' homes at one of the most difficult times people face.

We are incredibly proud to have a network of 11 shops and online stores trading as St John's Hospice Shops Ltd across this very same region, in the heart of the communities who receive our care. Our shops play an important role by raising vital funds for Hospice care, and as our retail operation continues to evolve we are looking for the right person to lead a team who are justifiably proud of their contribution to the care we provide. **A passion for staff, volunteers and your customers is essential.**

This role matters.

Our mission is to support patient and family care by being a sustainable retail force on the high street. This means we sell fashion and home furnishings that are on trend, in welcoming shops, from people who are compassionate retailers. This role is as commercial as it is challenging, and as we look to drive growth in income and profits, you will guide, motivate and empower our dedicated Shops team to take our retail operation forward.

With your retail experience, you will know that sometimes you will need to be hands on, and continually developing our team of staff and wonderful volunteers is key. You will use your retail flair, eye for detail and customer service skills to set the standards and make our shops the charity shop destination of choice. This is a really exciting time to join our team.

As a well-known local charity working in the local community, this is a truly unique opportunity to use your leadership skills to make a difference to people who need us.

By joining our team, you will receive the rewarding and enjoyable experience that working for St John's Hospice Shops Ltd provides. You will receive job satisfaction, excellent working conditions, plenty of benefits and more.

We know that dedicated staff are a business's greatest asset in its mission to provide consistently high standards. We invest time and effort in creating a culture that encourages our team to consistently achieve high standards. We are a charity, and charities rely on reputation, so your work will champion this much-valued reputation.

I hope that like me, you understand the unique requirements of working for a charity and are passionate about the work of St John's.

I hope you enjoy reading this pack and if you would like to chat anything through, contact me for a tea and a chat by emailing vicki.askham@sjhospice.org.uk

Vicki Askham

Director of Finance and Resources





About Us



Our Purpose

St John's Hospice is a charity providing specialist in-patient and community-based palliative care and support for the people of North Lancashire, South Lakes and parts of North Yorkshire.

We believe that when people die, they should do so in the place they choose, and with dignity.

The staff and volunteers of St John's Hospice strive to provide world class end of life care and support to patients and their loved ones.

To be truly successful we must uphold our values, work across our communities and with many partner organisations, lobby decision makers both locally and nationally and raise sufficient funds to deliver compassionate care of the highest quality.

The St John's Hospice Vision

We will put local patients and families at the heart of everything we do to ensure the right care, in the right place, at the right time on the journey towards end of life.

Our Values

Care

We will provide first class care, delivered by competent, committed people who put the patient at the heart of all we do.

Compassion

We will treat everyone with respect, dignity and empathy.

Collaboration

We will work with other to ensure that patients and families receive the best care possible.

Charity

We will provide care free of charge to patients and families and will connect with our local communities so that they continue their generous support.

Celebration

We will celebrate the abilities of the people we care for, however limited they may be. When people are bereaved, we will support them to celebrate the lives of the people they have lost.

Funding

Hospice care at St John's is provided free of charge. The NHS contributes around 25% of the Hospice's annual running costs, the remaining 75% comes from our generous community, through donation, fundraising and our shops.





About St John's Hospice Shops

Introduction

St John's Hospice Shops operates 11 shops throughout the community. These form a vital income stream for St John's Hospice and an environmentally friendly shopping option for customers.

As well as full and part time employed staff members our shops are mainly staffed by volunteers whose time spent working in our shops helps ensure we can continue to operate.

The stock sold by our shops is donated by the public. We currently stock retail furniture, clothing, homeware, books, music, games, toys, media and more. We also sell a range of high fashion items and collectables through our Ebay and Depop online stores.

Our shops

Currently the St John's Hospice shops include:

Sustainable Superstore – Kingsway Retail Park, Lancaster
Stocking furniture, fashion, accessories, books, music, films

Furniture Shops

These shops sell a wide variety of furniture including sofas, beds, tables, chairs, soft furnishings, homeware and electrical items.

- Morecambe Furniture Shop – Arndale Shopping Centre, Morecambe
- Lancaster Furniture Shop – Slyne Road, Lancaster
- Garstang Furniture Shop – Thomas's Weind, High Street, Garstang
- Kendal Furniture Shop – Highgate, Kendal

Charity Shops

These shops sell a wide variety of clothes, books, accessories, music, media and homeware.

- Caton Road Shop - Caton Road, Lancaster
- Lancaster Market Street Shop – Market Street, Lancaster
- Lancaster Pound Shop – Penny Street, Lancaster
- Morecambe Pound Shop – Arndale Shopping Centre, Morecambe
- Bare Shop – Princes Crescent, Bare, Morecambe

Partner Shop

- A collaboration with Restore at Lancaster University

Each of our shops has its own character and loyal customers, all supporting the work of St John's Hospice.



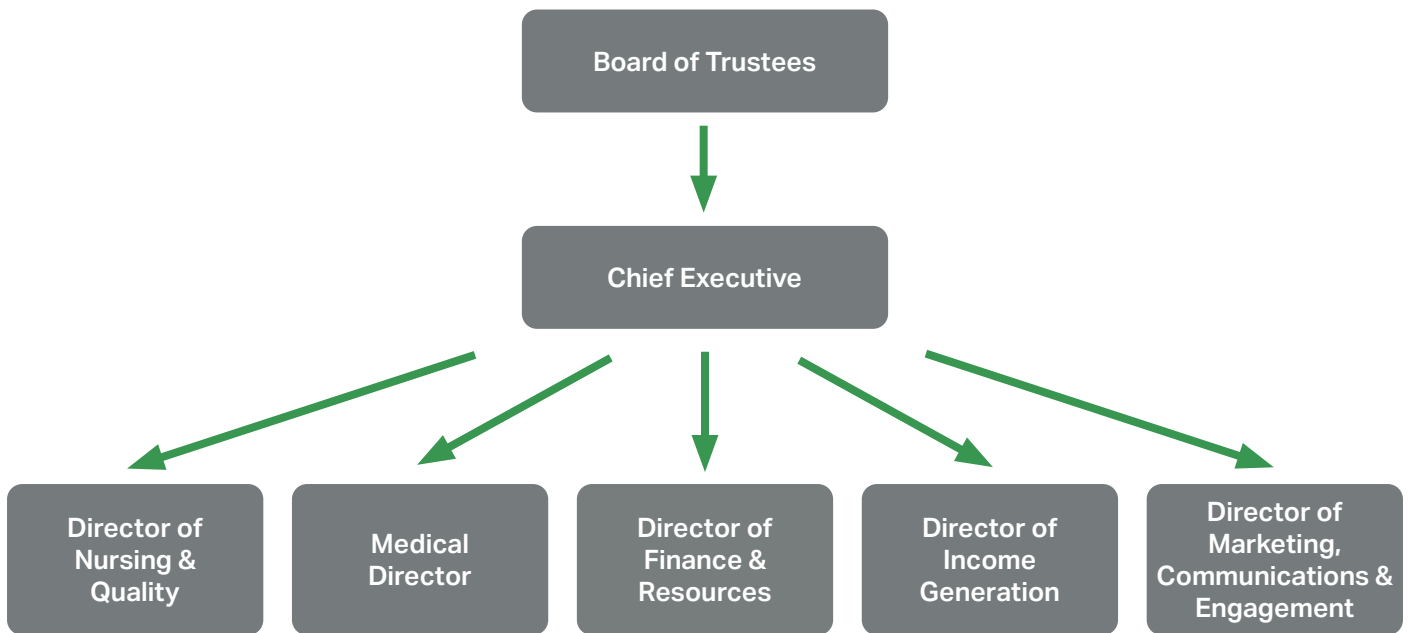


Our People

St John's is governed by a Trustee Board that takes overall responsibility for its work and is managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with wide-ranging skills and expertise in a variety of fields and is led by a Chairperson.

The Senior Management Team is led by the Chief Executive and has five other members with specific responsibilities.



St John's currently has 220 employees across the organisation, and volunteers are an integral part of the Hospice team. We have over 500 volunteers, with each one playing an valuable role either within the Hospice and/or our local community, for example volunteering in our retail team.





What we do



St John's Hospice provides specialist palliative care services and support to those affected by life-shortening illnesses. These currently include:

- In-patient care, currently 13 beds
- Provision of community specialist palliative care through a combined team of Clinical Nurse Specialists, our Hospice at Home Team and our night sitting and day respite services
- Specialist clinics with a Consultant in palliative medicine
- Education for community GPs, nurses, undergraduates (nursing, medical and allied health professionals)
- Bereavement and family support
- Day Therapies e.g. Complementary Therapy

To provide these services, the Hospice employs around 220 staff and benefits from over 500 volunteers, with a wide range of skills and specialities. 80% of our care is provided outside of the main Hospice building in patients' homes.

The Hospice is a Charitable Incorporated Organisation and the responsibility for its governance and management falls on our Board of Trustees.

Day-to-day management of the Hospice lies with the Hospice's Senior Management Team, consisting of:-

- Sue McGraw, Chief Executive
- Dr Alison Bacon, Medical Director
- Maddy Bass, Director of Nursing & Quality
- Catherine Butterworth, Director of Income Generation
- Vicki Askham, Director of Finance & Resources
- Sophy Horner, Director of Marketing, Communication & Engagement

Although the majority of our patients are admitted with cancer-related illnesses, our services are also open to patients with non-malignant disease, such as chronic heart failure, chronic lung disease, chronic renal disease and neurological diseases.

St John's Hospice Shops Ltd. is a wholly owned subsidiary of the charity. The Shops Board of Directors report into the St John's Hospice Trustee Board.





Job Description



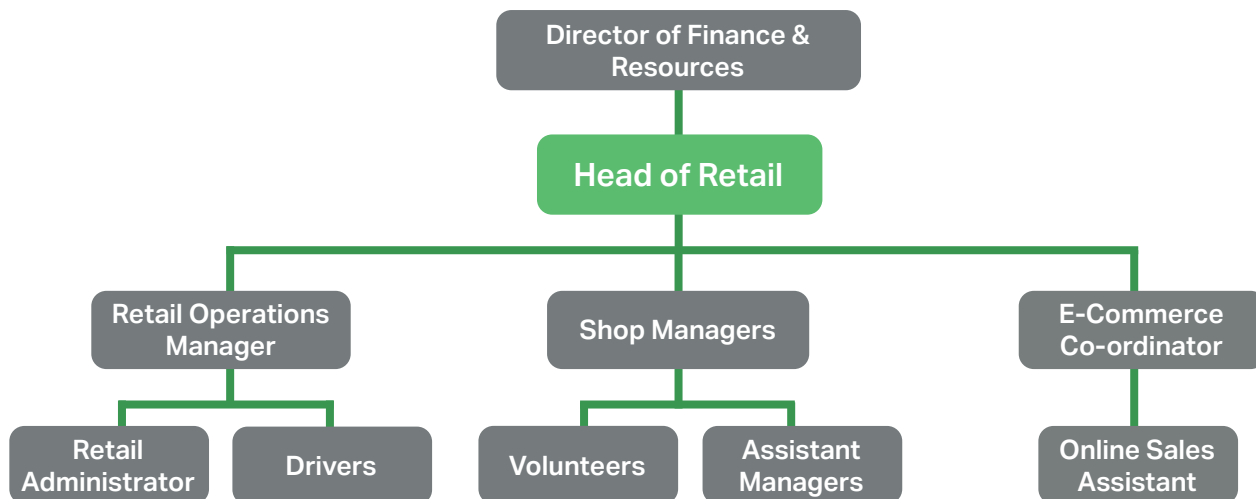
POST:	Head of Retail
LOCATION:	Retail Office, Caton Road, Lancaster
HOURS:	37.5 hours per week
CONTRACT:	Permanent
SALARY:	Up to £45,942 per annum (dependent upon experience)
PENSION:	St John's Hospice Shops Ltd Pension Scheme (8% employer contribution)
ACCOUNTABLE TO:	Director of Finance and Resources
REPORTS TO:	Director of Finance and Resources
RESPONSIBLE FOR:	Retail Operations Manager Retail Administrator Shop Managers Assistant Managers Drivers E-Commerce Team Volunteers

Job Purpose

The Head of Retail is responsible for the development and delivery of the retail strategy, to drive growth in income and profits, whilst promoting the values and brand of St John's Hospice, through the effective leadership and development of a dedicated team of staff and volunteers.

Key Working Relationships

- Director of Finance and Resources
- Senior Management Team
- HR Team
- Volunteer Services Team
- Health & Safety Officer
- Finance Team



Continued...





Job Description continued



Main Duties

Strategy & Business Planning

- Work with the Director of Finance & Resources to develop and deliver the retail strategy, enhancing existing income streams to ensure sustainable income, identifying and developing new retail opportunities to deliver growth in revenue and profit.
- Develop and implement a retail workforce plan to ensure that the present and future needs of the organisation are anticipated and met.
- Develop performance criteria, targets and KPI's for all shops and e-commerce channels, and regularly report on performance.
- Regularly review the effectiveness of retail operations, recommend and implement changes to maximise profitability.
- Develop an annual budget and business plan in conjunction with the Director of Finance & Resources.
- Develop and maintain up to date policies and procedures and ensure these are embedded across the retail operation.

Maintenance

- Lead and motivate direct reports to ensure they deliver operational excellence through their teams, including regular 1-2-1 supervision to provide them with effective direction and support.
- Ensure effective systems are in place for the management of staff, including regular performance reviews, annual appraisal and personal development planning, to ensure a high-quality service and achievement of personal objectives.
- Work with the Volunteer Manager to ensure effective systems are in place for recruiting, managing, training, supporting and recognising volunteers.
- Hold regular team meetings and promote team building, open and clear communications, co-operation and appropriate networks of support for staff.
- Ensure team members are aware of and understand all relevant legislation.
- Engage and inform retail staff of hospice news, ensure they are fully integrated into the culture of the Hospice, and ensure they have representation at relevant hospice meetings.
- Model the hospice's values of Care, Compassion, Collaboration, Charity and Celebration, and ensure they are reflected across the retail operation.

Retail Operations

- Work closely with direct reports to ensure required standards and procedures are consistently maintained across the retail operation.
- Ensure that excellent customer service standards are achieved and maintained by monitoring customer feedback, ensuring that customer complaints are being dealt with effectively and promptly.
- Carry out effective financial control through the monitoring and review of the monthly management accounts to ensure targets are met.
- Promote awareness of the work of St John's Hospice to customers and the wider public through dedicated displays, leaflets, jobs and volunteering opportunities.
- Co-ordinate and manage the retail property portfolio, including acquisitions, closures, leases, utilities, refurbishments and rent reviews, ensuring an ongoing programme of maintenance, refurbishment and refreshment of retail units.
- Manage and develop processes to maximise income from retail gift aid in compliance with relevant legislation.
- Utilise appropriate software and systems to safely and effectively manage data and for reporting purposes.
- Represent the retail operation at Business and Commercial Committee meetings.

Continued...





Job Description continued



Collaboration

- Work with the Marketing & Communications team to ensure that the retail operation benefits from appropriate and effective marketing support.
- Work with the Income Generation Team to ensure that relevant income generation activities are effectively promoted across the retail operation shops and vice versa.
- Attend monthly Hospice Management Team meetings.
- Attend North West Hospice Retail Network group meetings.

Governance & Compliance

- Ensure all retail income is raised lawfully, with particular regard to data protection legislation, Charity Commission guidance, and Fundraising Standards and Charity Retail Association Codes of Practice.
- Ensure compliance with all relevant legislation, including Trading Standards, Health and Safety and Fire and Building Regulations for retail premises, ensuring annual inspections are conducted and training of all staff and volunteers is carried out routinely.
- Maintain effective risk management across the retail operation, including (but not limited to) business sustainability, finance, IT, data and health and safety.

Other

- Occasionally work on evenings and weekends to support the retail operation and aid visible leadership.
- Participate in the on-call rota and attend emergency call outs to the shops outside of normal working hours when required to do so.
- Be able to meet the physical demands of the role, which involves carrying equipment/materials weighing up to 10 kilograms.
- Follow all St John's Hospice Shops Limited policies and procedures.
- Perform other duties commensurate with the role as assigned by senior management and directors.



Continued...





Job Description continued



Standard /Enhanced Disclosure Requirement

Enhanced Disclosure

Duties and Responsibilities to St John's Hospice

1. Confidentiality

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors, financial information, commercial information, and for complying with all the requirements of the Data Protection Act and Caldicot Guidelines whilst carrying out the duties of the post. Any breaches in Hospice confidentiality will be dealt with by St. John's Hospice Disciplinary Procedure and may result in dismissal.

2. Health and Safety

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

3. External Interests

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

4. Statutory Training

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

6. Safeguarding

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed.

8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

9. Volunteers

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





Person Specification



Requirement	Essential	Desirable	How Evaluated
Education / Qualifications	<ul style="list-style-type: none"> Good general education which should include GCSE Grades A to C (or equivalent) in English and Maths 	<ul style="list-style-type: none"> Management qualification e.g. ILM (or equivalent) 	AF
Experience	<ul style="list-style-type: none"> Significant experience working within a retail management role Demonstrable experience leading, managing and developing staff Proven experience of consistently working to and achieving financial targets Budget management experience 	<ul style="list-style-type: none"> Experience of working within the charity sector Experience of managing volunteers Experience of contributing to organisational strategy or business plans 	AF / IV
Knowledge & Skills	<ul style="list-style-type: none"> Excellent IT skills, including MS Office and EPOS Highly developed interpersonal, communication and networking skills Excellent organisation skills, with the ability to prioritise workload effectively Ability to analyse data and make decisions accordingly Demonstrable ability to motivate others to achieve agreed targets 	<ul style="list-style-type: none"> Knowledge of e-commerce platforms and logistics 	AF / IV / T
Values and personal attributes	<ul style="list-style-type: none"> Strong teamwork ethic High professional standards and passionate about excellence Resilient and able to effectively work under pressure Strong commitment to the vision and values of St John's Hospice Commitment to continuous professional development Willingness to work flexibly, including evenings and weekends, to fulfil the requirements of the post Full driving licence and access to a vehicle insured for business use Able to lift and carry loads up to 10kgs 		AF / IV
Disclosure & Barring Enhanced/ Standard	<ul style="list-style-type: none"> Enhanced Disclosure 		Recruitment Checks

AF – Application form IV – interview Ref – Reference HS – Pre-employment Health T- Test





Main Benefits & Terms



Annual leave: the annual leave entitlement for a 37.5 hour a week post is 27 days, rising to 29 days after 5 years continuous service and 33 days after 10 years continuous service. In addition to the annual leave entitlement paid Bank Holidays (usually 8 per year) are granted. Any rise in annual leave entitlement due to length of service, takes place at the start of the next holiday year. The Hospice allocates annual leave in hours rather than days.

Healthcare scheme: Employees become members of the organisations Employee Assistance Programme provided by Westfield Health, which offers a range of benefits including cash back to contribute towards the cost of certain appointments, including dental, optical and physiotherapy.

Parking: Free parking is available at Caton Road. Employees and volunteers can park for free at St John's Hospice, there are bike racks and electric charging points on site.

Pension: St John's Hospice Shops Ltd Pension Scheme (8% employer contribution)

Notice period: 3 months

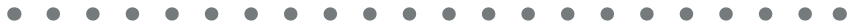
In addition to the benefits outlined above, there are a range of health and well-being initiatives such as access to free complementary therapies, support via a workplace supervision scheme, the support of mental health first-aiders plus the opportunity to take part in an annual programme of diverse and engaging fundraising events.

Information about additional benefits is available on request.





How to Apply



Thank you for your interest in this role at St John's Hospice.

If you are interested in this position, please complete and submit the on-line application form, referring to the job description and person specification.

Closing Date: 23rd February 2025

www.sjhospice.org.uk/current-vacancies

If you have any questions about this role, working at St John's Hospice or to arrange a visit please contact our HR team via:

Email: jobs@sjhospice.org.uk

Tel: 01524 382538





Recruitment Pack



St John's Hospice - Slyne Road - Lancaster - LA2 6ST
01524 382538
sjhospice.org.uk/jobs

