

Job pack

Head of Retail

Age UK South Lakeland



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We're Age UK South Lakeland

Age UK South Lakeland is a local independent charity using the national Age UK charity branding.

There are more people aged over 60 than ever before, and we're the fastest growing group in society. As we grow older we face new challenges, and maybe even illness, loneliness or poverty. But that doesn't stop us being ourselves. We still want to laugh, love and be needed. We want to stay independent and keep doing the things we love. We all want a fulfilling later life.

That's why we're here. We stand up and speak for all those who have reached later life, and also protect the long-term interests of future generations. We believe that living longer should be celebrated and everything we do is designed to change the way we age for the better and enable everyone to be part of the solution.

Together, we can create a world where everyone can love later life.

Age UK National

The Age UK Group comprises of Age UK, and its subsidiary companies and charities, dedicated to improving the lives of people in later life. Our network includes the three national charities Age Cymru, Age NI and Age Scotland and more than 160 local Age UK charities.

Our vision

A world where everyone can love later life.

About Love later life

Age is different for everyone and, of course, the challenges and the demands are different for everyone, too. At Age UK South Lakeland, we are many things to many people – a source of advice, information, companionship and support, among many other things.

But one thing is the same for everyone: we're always here. Wherever you are in your life, whatever the demands and challenges, no matter how big or how small, ageing is a journey we'll take together, hand in hand, shoulder to shoulder.

If we are to truly make a difference to the way age is enjoyed, then we need everyone – young and old – to hear why those in later life have earned our love and respect and to help us enable everyone to live a life that's the best it can be.

We all know that life's road isn't always an easy one. But by working together, we can start to create a world where everyone can love later life.

Watch the Love Later Life advert

About Age UK South Lakeland - Retail

Retail

Currently forecasting a £1.8 million retail business, employing 40 staff with over 100 volunteers over 8 high street locations including 2 superstores. Our aim to continue our impressive profit growth, whilst maximising the use of our retail footprint as a Gateway to Age UK South Lakeland. This involves utilising our retail presence to show both supporters and beneficiaries who we are and what we do as an organisation.

Our shops also provide information and advice via leaflets (we are also testing interactive information hubs), support our campaigning, services, and fundraising activity.

Online Trading

Through our online business we offer exceptional products through specially selected partners such as eBay. We will not only support changing markets but also generate profits from this area.

Equalities and diversity policy

Equality of opportunity is an important part of Age UK South Lakeland's recruitment and selection policies and procedures.

All recruiting managers must ensure that they are familiar with Age UK South Lakeland's Equality, Diversity and Inclusion policy, and that they have accessed appropriate guidance and training on recruitment and selection .

Age UK South Lakeland will strive to take all practical steps to prevent discrimination (on any basis), to identify and address inequalities affecting specific groups and to promote equality during the course of its work, providing a respectful, inclusive, positive, supportive, challenging and empowering environment for all.

Age UK South Lakeland will monitor the conduct of actions taken under the framework of all our policies, including recruitment, in order to identify inequalities and formulate plans to address them, ensuring fairness of treatment at work under the 2010 Equality Act and our cultural values.

How to apply

You can apply via the website link below:

<https://www.ageuk.org.uk/southlakeland/get-involved/work-for-us/>

Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Role Description.

A Role description can be found in the next section of this pack.

Please also ensure you download and complete;

- Application Form
- Equal opportunities monitoring form.
- Supporting Statement
- CV

NB. When applying through the link you will need to download the relevant forms saving them to your PC, once completed and saved you can then upload them to the portal.

The portal must be kept open until you have uploaded the forms.

Completed applications should be returned to us by 5pm on the closing date Friday 5th April 2019, interviews will be held 15th & 16th April 2019.

Applications received after that time will not normally be considered for short-listing.

Due to the high volume of candidates, we regret we shall not be able to write personally to applicants who are not short-listed.

Therefore, if you have not heard from us, you should presume that on this occasion your application has been unsuccessful.

Role description

Job Title:	Head Of Retail
Reporting to (Job Title)	Chief Officer
Grade and Salary	35 hours per week £35,444 5 days over 7 (Monday – Sunday)
Brief overview of the position	To effectively manage the operations of Age UK South Lakeland retail trading activity across all high street shops, superstores and online trading. Meet agreed sales targets and manage costs and budgets
Working with:	Retail development Manager, Area Managers, finance team, Shop Managers and Volunteers.
Main duties and Responsibilities:	<ul style="list-style-type: none"> • To provide strategic leadership, planning, communication and overall management of our retail operation ensuring high performance standards are achieved. • Lead the Retail operation developing and delivering the annual business plan, budget and budgeted contribution. • Working with the Retail Development Manager to develop and implement plans to grow income to ensure sales, costs and profit targets are met in line with the income generation strategy. • To contribute to and implement the retail strategy ensuring the retail structure is fit for purpose, ensuring that appropriate resources, systems, manuals and processes are in place to grow income successfully and safely, and comply with law and best practice. • To set, monitor and ensure sales, costs and profit targets are met in conjunction with the Chief Officer. • Ensure the quality of customer service within the retail organisation through training and the design and implementation of policies and procedures. • To lead the Retail Area Manager to ensure the development of excellent warehouse and transport operations in order to maintain sufficient stock available for all stores and maximise income from recyclables.

	<ul style="list-style-type: none"> ● To develop plans to grow online sales activities, budget accordingly and maximise income through this channel. ● Working with the Retail Development Manager to research, evaluate and develop new retail income streams. ● To take overall responsibility for evaluating the viability for opening new shops and superstores, working with the support of the Area Managers and Retail Development Manager on the decision making around poor performing shops ● To plan and recommend decisions for the retail estate including acquisitions, closures, leases and rent reviews. To liaise with the Chief Officer in carrying out the above. ● To lead communication in Retail to ensure that excellent communication mechanisms are in place throughout the retail operation and that appropriate forums are developed for volunteers. ● To develop, introduce and manage the necessary practices, systems and controls to ensure the operational, financial, administrative and compliance efficiency of the retail organisation.
Accountable for:	<ul style="list-style-type: none"> ● The Strategic Development and growth of AUKSL's Retail business ● Analysing performance and implementing Quality Improvement Plans
Summary of key attributes & Qualifications for role:	<ul style="list-style-type: none"> ● Retail Knowledge that is transferable to the Charity Sector ● Experience of Working with & managing volunteers ● Strategic development experience of a retail portfolio ● Proven track record of exceeding financial targets ● Promotion/marketing experience ● Excellent communication skills ● Entrepreneurial flair with good business acumen ● Excellent IT skills including use of Excel, Word, Outlook, etc.

Main KPI's / performance measured against:	<ul style="list-style-type: none"> ● Increase overall net profit of the organisation's retail business
Generic Clauses:	<ul style="list-style-type: none"> ● To comply in all aspects with Age UK South Lakeland's policies. ● To participate and contribute generally to Age UK South Lakeland's activities, attending meetings, training courses etc. as required.
Flexibility Clauses:	<ul style="list-style-type: none"> ● The nature of this post will require flexibility to meet urgent needs as they arise, this may entail occasional weekend or evening work. ● This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service, and in keeping with the general profile of the post.

Age UK South Lakeland - Person Specification – Head of Retail	Essential	Desirable
Successful proven record of achievement in a multi-site retail business environment at area level , ideally within Charity retail sector	X	
Strategic development in the retail sector		X
Successful proven field management experience within a geographically diverse area		X
Experience of managing staff and performance management.	X	
Experience of recruiting and developing staff and volunteers.		X
Competence in reading and interpreting financial statistics, reports and complex data	X	
Ability to set and monitor shop budgets	X	
Ability to build and maintain an effective team, recognise potential and manage performance.	X	
Ability to plan and prioritise the work of yourself and others and to work on your own initiative	X	
Able to effectively communicate at all levels, including volunteers and members of the public.	X	
Current working knowledge of all major retailing environments within the UK		X
Knowledge of health and safety, in relation to a shop environment.	X	
Awareness of issues relating to recruiting and retention of staff and volunteers.	X	
Use of Microsoft based IT programmes including, Word, Excel, and Outlook or similar	X	
Understanding of equal opportunities and how it affects this position and organisation.	X	

Terms and Conditions Outlined

Probationary Period

New employees are subject to the satisfactory completion of a six month probationary period. The Charity reserves the right to extend this period at its discretion.

The Charity will assess and review your work performance during this time and reserves the right to terminate your employment at any time during your probationary period.

Pay

Payable on or around the 25th of each month, by BACS, in arrears.

The Charity will review salary levels each year, but there is no entitlement to an increment nor guarantee of an annual increase in your pay.

Pension

After the completion of one months service, the Charity will comply with the employer pension duties applicable to your employment under Part 1 of the Pensions Act 2008. The prevailing rate of contribution from the Charity is up to 4% of your salary into the plan. Further details can be obtained from management. The Charity is not approved for the purpose of giving you advice on your personal pension arrangements.

A contracting-out certificate is not in force in respect of this employment.

Holiday Entitlement

The holiday year runs from 1st April to 31st March.

Your annual holiday entitlement in any holiday year is five weeks which is exclusive of recognised public holidays. The Charity recognises the following public holidays, which are in addition to your annual leave entitlement, the dates of which may vary from year to year:

*New Year's Day - Good Friday - Easter Monday - May Day - Spring Bank Holiday -
August Bank Holiday - Christmas Day - Boxing Day*

Contractual Sick Pay

The following provisions set out your Contractual Sick Pay entitlement, which is inclusive of any Statutory Sick Pay to which you may be entitled.

You must have successfully completed your probationary period, or extended probationary period, to qualify for Contractual Sick Pay.

Length of Service	Full Pay	Half Pay
Less than 12 months continuous service:	4 weeks	nil
1 to 5 year's continuous service:	12 weeks	12 weeks
more than 5 years' continuous service:	26 weeks	26 weeks

Simply Health Cash Plan

You must have successfully completed your probationary period, or extended probationary period, to qualify for the Simply Health Cash Plan.

This document is neither an offer of employment nor a statement of terms and conditions.