

## **Retail Support Manager**

<b>Primary Work location:</b>	Across all shop sites
<b>Salary:</b>	£26,500
<b>Department:</b>	Retail
<b>Reports to:</b>	Area Manager with dotted line to Head of Retail
<b>Direct reports:</b>	None

### **Myton Hospices Values**



### **Role purpose:**

To support an agreed geographical area of shops to delivery of profit targets and high customer service standards, raising the profile of Retail within the organisation, and increasing awareness of the Myton Hospices.

### **Key Responsibilities**

- To support on identifying new shop locations and planning, implementation of a new shop retail fit outs and shop re- fits.
- To support shop managers in volunteer management from recruitment, Inductions, training, monitoring catch up meetings, volunteers' hours/heads and facilitating volunteer shop meetings.
- To support on training across paid staff and new staff training/Inductions.
- To support shops to ensure that Gift aid compliance is being followed and sales are maximised.

- To deputise for the area manager in their absence and attend any relevant meetings/ training sessions.
- To provide cover for shops time to time for holidays/sickness cover.
- To support in various retail projects and the implementation across shops.
- To support on new goods stock management, stock ordering for shops and stock takes across shops/ Hospices.
- To support retail operations at charity events, throughout the year.

## **Main Duties**

### **Leadership and Management**

- Together with the area manager, create a supportive working culture to assist the retention and engagement of staff and volunteers.
- Deputise for area manager in the absence of annual leave, with agreed duties of shop visits, supporting on day-to-day operations, attending meetings.
- Maintain regular contact with Area managers and Shop Teams, giving hands-on support and guidance as required helping them to manage effectively and drive performance.
- Work with the Head of Retail/ Area manager to identify and prioritise training and support needs of the Retail team, developing and delivering training, guidelines and support to ensure compliance and best practice in all areas of the Retail operation.
- Support the induction and training of Retail staff and volunteers in all aspects of shop operations.
- Lead and inspire staff and volunteers to operate and demonstrate Myton values across the organisation.
- Work with area manager and Volunteer team to support on retail recruitment when required.

### **Operational:**

- Work with the Head of Retail/ Area Manager to plan projects within Retail, managing each project to agreed objectives and timescales.
- Provide administrative support for the Retail area operation, including collating financial information and rota management, when required.
- Work with the Head of Retail, area managers and Retail colleagues to develop written guidance to support Retail Managers to run their shops safely, effectively and in line with agreed procedures.
- Manage Myton shops when required to do so.
- Demonstrate and implement all policies, procedures and operating practices in line with Myton guidelines.
- To support on new goods stock management, stock ordering for shops and stock takes across shops/ Hospices.
- To support and encourage shop teams to identify and send Ebay items through effective training and development.
- To support retail on various charity events throughout the year.

## **Business Development:**

- Work with the Head of Retail/ Area Manager in the identification and delivery of Retail projects to support the growth of the Retail operation.
- Work with area manager in the search for and acquisition of new shop sites, and project manage the delivery of each new shop through to opening day to include shop re fits.
- Assist the Retail Managers to identify and implement improvements to systems and practices in their shops to improve the working environment, efficiency and drive performance.
- Support the Retail Managers to maximise income through various streams including donated and new goods sales and Gift Aid.
- To seek and continuously develop knowledge of competitor activity and local market conditions, with the purpose of making appropriate and innovative recommendations.
- Complete reports and statistical analysis as required as by Area manager.

## **General**

- Work to maintain the values, vision and aims of Myton Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required
- Public Relations – To represent Myton Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all Policies and Procedures.
- Uphold and promote safeguarding policies, ensuring the safety and well-being of individuals, and reporting any concerns in line with procedure.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.
- There will be a requirement to work some weekends, bank holidays on a rota basis as retail is a 7-day operation.

## **GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES**

### **Policies and Procedures**

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

### **Volunteers**

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

### **Confidentiality and Data protection**

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

### **Infection Control**

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

### **Equality & Diversity**

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

### **Health & Safety**

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

### **Safeguarding Vulnerable Adults and Children**

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

### **Code of Conduct**

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

### **Review of Job Description**

*This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).*

### **Employee/Managers Signature**

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Managers Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*Last reviewed January 2026*