



Job Description

Job Title: Central Operations Manager

Hours per week: 37.5

Department: Trading

Reports to: Retail Manager

Direct reports: Donation Centre Manager, Van Drivers

DBS Disclosure: N/A

Date Prepared: August 2021

JOB SUMMARY/PURPOSE:

Contribute to the development and effective implementation of administration systems to support the continued expansion of the Retail Operation. Support, coach and manage the Donation Centre manager to receive and distribute donated and bought in stock, ensuring that all shops and online outlets have a supply of good quality and current merchandise. Use Cybertill to provide accurate reporting on and analysis of stock and sales. Manage the recruitment and training of a high performing team of volunteers to ensure excellent customer service and efficient systems.

KEY DUTIES & RESPONSIBILITIES:

1. Support, coach and manage the Donation Centre Manager to develop effective systems for the receipt, sorting and distribution of donated and bought in stock.
2. Develop and manage an efficient booking system for the collection and delivery of stock delivering excellent customer service.
3. Support, coach and manage the Van Drivers.
4. Manage the recruitment, training and support of a team of volunteers
5. Ensure that retail shops receive the stock requested in a timely manner to generate optimum sales.
6. Produce sales and stock analysis and KPI reports on a weekly and cumulative basis and analyse sales to ensure appropriate supply of stock.

7. Create and distribute user friendly reports to the Trading Manager, Director of Fundraising and Community Shop Managers.
8. Achieve the budgeted number of Gift Aid sign ups within the Donation Centre, and manage literature, documentation and records to ensure that the recommended level of Gift Aid income generated through the shops is achieved.
9. Manage stock generation campaigns as necessary including external events.
10. Support audit and ensure health and safety compliance within the donation centre
11. Manage ordering of stock and consumables and look for cost saving opportunities.
12. Support management of customer feedback for the Donation Centre and support the delivery of the retail customer experience.
13. Work collaboratively with the finance team to ensure effective and efficient stock controls, systems and processes are in place for the Retail Operation.
14. Build strong and mutually respectful internal relationships that encourage inter-departmental working, which build internal enthusiasm for retail and fundraising.

General Duties & Responsibilities

1. Maintain confidentiality at all times.
2. Contribute to close working relationships with all staff and to help to build an open and honest culture that facilitates learning, creativity and excellence.
3. Undertake any other duties at the request of the line manager which are commensurate with the role including project work and absence cover.
4. Comply with the policies and procedures of St Wilfrid's Hospice at all times.
5. Participate fully in the performance management process and undertake Continuing Professional Development as required.
6. Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
7. Demonstrate our values in the way you carry out your responsibilities: Professional, Respectful, Compassionate and Progressive.

St Wilfrid's Hospice is a registered charity. It relies on the local community for a major proportion of its income through fundraising. For this reason, it is expected that all members of staff will endeavour to support the fundraising activities of the Hospice, taking appropriate opportunities to explain the way the Hospice operates. We want to encourage staff, when possible, to attend, in a voluntary capacity, at least two fundraising activities a year.

This job description will be reviewed as necessary and may be amended to meet the changing needs of the organisation. This job description has been agreed between the post holder and St Wilfrid's Hospice.

Employee's signature:
Print name:
Date:

Manager's signature
Print name:
Date: