

## JOB DESCRIPTION

### JOB TITLE: Draft Business Support Manager



## PART 1: JOB PROFILE

### 1. Main Purpose of the job

The Claire House retail operation plays a vital role in generating long-term, sustainable income for the charity and is often the most visible representation of Claire House within local communities. As a presence on the high street, our shops not only support income generation but also help raise awareness of the vital work carried out by the hospice. The success of the retail operation is built on the strength of its people, dedicated staff and committed volunteers who work together to deliver excellent customer service and strong commercial performance.

This role works closely with and supports the Business Development Manager (BDM) in the day-to-day running of the Claire House charity shops. The postholder will provide operational support across the retail estate, helping ensure shops run smoothly, maintain high standards, and maximise sales, profitability, and compliance. A key part of the role is supporting and developing Shop Managers to achieve excellent standards, strong results, and consistent best practice, reflecting the ethos and values of Claire House.

### 2. Scope of the job

#### Operational Responsibilities (45%)

- To assist on all day-to-day operations, to ensure the highest standards are maintained to include coaching and supporting the shop teams where necessary
- To assist the BDM in recruitment, training & development of all shop retail staff to include e-learning, EPOS, EPR & Vantage systems.
- To collaborate with the Superstore Training Manager in all new staff inductions to include signing off training plans and completing comprehensive handover notes to BDM on completion of the Induction / training process
- To assist the BDM to ensure stock levels are appropriate to the individual store and priced accordingly to include shop floor layouts and merchandising standards
- Review shop visit reports completed by the BDM ensuring action plans are completed within the given timescales
- To take joint responsibility with the BDM for communication of Claire House issues to staff and volunteers
- To deputise in the absence of the Business Development Manager

#### Legal compliance/Security (20%)

- Work with BDM in ensuring that the shop premises comply with all legislation for staff, volunteers, customers & visitors with particular focus on a Health and Safety culture.

- To ensure compliance with the Manual Handling Operations Regulations and ensure safe lifting practices are always observed. A significant amount of manual handling is required as it is intricate to the role.
- To assist in all mandatory H & S audits & maintenance checks in all shops, following reporting timelines in accordance with the SOP
- To ensure compliance to trading standards regulations are adhered to by staff & volunteers
- To ensure security procedures are understood and implemented within each store, ensuring that any security concerns are reported to the BDM
- To assist in the completion of Gift Aid audit action plans as required reporting any training needs & possible GDPR breaches to the BDM
- To ensure compliance with all other legislation.
- To demonstrate & promote an understanding of the diverse needs of individuals and actively support the departments views on equality and diversity
- To ensure that Gift Aid procedures are delivered in line with HMRC requirements and audit compliance
- To assist in the completion of accidents/incidents via Vantage following the most current SOP

NB This role involves continuous manual handling of stock, in volume on a daily basis, including carrying stock up and down stairs on a regular basis.

#### Administration (5%)

- To communicate all necessary information regarding the running of the shop to team members
- To make best use of IT resources e.g., EPR, Boxmove, Acopia, SHR, EPOS & Office 365 (e.g. Outlook, Loop and Teams) including using the equipment to communicate effectively
- To effectively manage all controllable costs
- To collate and reconcile weekly stock orders & staffing sheets where needed.
- To effectively manage all controllable consumable costs within your control
- To communicate all necessary information regarding the running of the shops to the BDM & others as required
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#### Other Tasks (5%)

- To maintain excellent knowledge of Claire House in order that customers, staff, and volunteer queries can be answered correctly
- To work collaboratively with the Retail Leadership Team in the set-up and closures of any shop with the network
- To undertake such other tasks as may be reasonably required from time to time. This includes working in, supporting, or managing any other Claire House shop within the network
- To undergo such training & instruction as may be required to competently carry out the needs of the business
- To assist in the planning and participate in all team meetings as required

#### **Position of the role**

- The post holder reports to the Business Development Manager
- The post holder will work throughout the whole network of stores

- This role has a proportion of time in the field and therefore driving is essential to this role

*The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.*

**This job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples, the main role of the post-holder. It is therefore subject to alteration and development as and when required.**

**PART 2. PERSON SPECIFICATION: Business Support Manager**

	Essential	Desirable
<b>Qualifications</b>		Educated to "GCSE Level C" or above in English and Maths (or able to work to this level)
<b>Experience</b>	<p>Significant management experience in high fashion retail or the retail charity sector</p> <p>Working within fashion retail, with particular regard to floor layouts, merchandising, customer service and contact, working in a team environment, basic IT, administration and simple analysis of figures.</p>	Experience of managing staff teams in a variety of retail sectors
<b>Skills</b>	<p>Strong organisational and administration skills</p> <p>Financial management</p> <p>Able to train staff and volunteers in retail skills</p> <p>Ability to delegate</p> <p>Excellent customer service</p> <p>Good communication skills</p>	<p>Numerate and Computer literate</p> <p>Visual merchandising skills particularly working with clothing</p> <p>Knowledge of Health &amp; Safety requirements</p> <p>Good decision making with regard to stock selection and pricing</p>
<b>Personal Attributes/Abilities</b>	<p>Honest open and reliable</p> <p>Good team player</p> <p>Commitment to the aims and objectives of Claire House</p> <p>Committed to success and to achieving organisational excellence</p> <p>Good attention to detail</p> <p>A commitment to promoting and securing equality of opportunity</p> <p>Flexible approach to working hours</p> <p>DBS Check</p>	<p>Hands on leader – leading by example</p> <p>Able to travel to other sites easily</p> <p>Ability to build and develop a successful team</p>

	<p>A full, current UK driving licence with no more than 6 penalty points is required, for insurance purposes. Access to a vehicle is necessary to carry out the role.</p> <p>Willing to travel around area as required</p>	
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## **Physical, Mental and Emotional Effort – Business Development Manager**

### **Physical**

- Regular manual handling, lifting heavy loads on a daily basis
- Standing for long periods of time

### **Mental**

- Multitasking is a constant requirement – frequent interruptions to every task
- Rarely able to structure work in advance, due to unforeseen events
- Able to set standards and ensure compliance from all members of the team to these standards and Claire House policies and procedures

### **Emotional**

- The role requires a daily need to give emotional support to staff & volunteers, particularly vulnerable volunteers
- Occasionally interacting with families associated with Claire House
- Occasionally dealing with difficult/challenging people.

### **Working Conditions**

- Frequently working in cramped conditions
- Exposed to unknown hazards daily when delving into bags of donated stock
- Ability to work unsupervised