

JOB DESCRIPTION

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| Post: | Fundraising Manager (Retail Services) |
| Grade: | Hospice AfC Band 3: £17,793 - £20,929 (Pro Rata) |
| Hours: | 30 hours |
| Reports to and Accountable to: | Head of Fundraising |

Overall Aims:

To manage and extend the existing fundraising initiatives of Eden Valley Hospice with direct responsibility for the management and development of the retail activities of the fundraising department, ensuring the hospice maximises opportunities created in this area of fundraising and maintains a profitable and cost effective retail operation.

To provide supervisory support to charity shop managers / team leaders and, where necessary, volunteers to ensure all retail activities are carried out in an efficient, ethical and profitable manner. To ensure the collection of all monies for this activity are accounted for accurately and to secure the cooperation and ongoing support of staff and volunteers to achieve annual income targets.

To support the general fundraising activities of the department and to work with colleagues to provide the best possible level service to new and existing supporters.

Key areas:

- To ensure existing shops/stalls/retail activities achieve maximum sales/income at all times and that opportunities are taken to develop the existing retail activities, in line with hospice fundraising targets and plans
- To provide 'day to day' management support for shops where an appointed paid manager is in place and overall management of shops and other retail activities where no paid manager is in post.
- To work seamlessly and diplomatically with the volunteer workforce, involved with the retail operation, to encourage, motivate, and inspire support and commitment to the aims of the Hospice, leading to a positive attitude and work ethic from all.
- To ensure all shops are maintained to a high standard, in terms of cleanliness, attractiveness and with good stocks of donated saleable goods and with adequate measures in place for the security of monies and stock.
- To create a pleasant, customer friendly atmosphere and operation that leads to a positive experience for customers and volunteers.

Fundraising Manager (Retail Services) Job Description

- To liaise with other managers to organise specific 'sales' and events to promote the shops and increase income
- To ensure that adequate recruitment, induction, training and management of volunteers takes place for each retail activity.
- To ensure all staff and volunteers adhere to the policies & procedures in place for their areas of responsibility.
- To deal with all administrative and financial procedures in an effective and efficient manner ensuring adequate reporting is in place that meets the needs and requirements of the charity.
- To monitor and provide supervisory support with respect to the achievement of individual shop targets and budgets in line with the overall plan for the department
- To ensure adequate training is undertaken by self, in accordance with priorities identified at the annual appraisal, and that identified training is provided for shop managers and volunteers
- To monitor, develop and promote other aspects of the retail operation of the department particularly in respect of Direct Mail and E-commerce such as Christmas Cards and Gifts, virtual gifts, etc.
- To ensure the maximum income is achieved through the disposal of unsold stock.
- To attend any necessary meetings and events, both internal and external, contributing to discussions on issues and participating in activities, which effect all fundraising activities and the reputation of the hospice
- To work with colleagues within the department and provide cover as may be required from time to time to ensure the smooth running of the department and continuity
- To liaise with other hospice staff and volunteers, maintaining good relationships
- To promote the work of the hospice externally, maintaining good relations with all individuals and organisations with whom we come into contact
- To undertake duties out of normal hours when necessary
- To undertake any other duties as required from time to time and commensurate with the grade

Hours of Work: 30 hours per week comprising as follows: -
(4 days a week between Monday to Friday with the occasional Saturday – 9.00am to 5.00pm ½ hour allowed for lunch) The actual days to be agreed in advance with your line manager.

This is the normal working week for this post, however in order to meet the requirements of the post it may be necessary to work outwith these normal hours from time to time to facilitate the smooth running of the department. A degree of flexibility is expected from the post holder to meet these needs if required. No overtime will be paid for any extra hours worked however time off in lieu of the extra hours will be available as arranged and agreed with the manager.

Holiday Entitlement

For the first five years: 35 days per year inclusive of bank Holidays
From 5 to 10 years: 37 days per year inclusive of bank Holidays
Over 10 years service: 41 days per year inclusive of Bank Holidays

Note: This entitlement is based on a ‘full time’ post (i.e. 37.5hrs a week) and will be adjusted to reflect the entitlement of any part time staff on a pro-rata basis.

Investor in People

As an accredited “Investor in People” organisation we are committed to the development of all our staff and volunteers therefore on-going training and career development training will be available.

Notes:

We operate a no-smoking policy on the entire hospice site (excluding patients) including all shops and vehicles and do not allow smoking by any members of staff or volunteers within the hospice grounds or any hospice vehicles or other premises.

Car parking is not available at any of the Hospice Shops and it is the responsibility of the manager to make suitable parking arrangements should this be necessary. Parking at the Hospice is normally available “on site” no charge is made for the use of this facility.

This post is subject to a CRB check.

Measures of Performance:

- 1 - contribute to the efficiency of the Fundraising department
 - highest standards of conduct and performance
 - development and success of the retail operation
 - achievement of income targets
 - management of staff and volunteers

- 2 - volume and accuracy of work undertaken
 - development of activities directly managed by the post holder
 - accurate and timely reporting of income and expenditure streams
 - smoothness of diary arrangements and effective use of time

- 3 - increase in issues that can be dealt with personally
 - maintenance of their application

- 4 - ensuring clarity of procedures to enable smooth response to enquires
 - maintenance of their application

- 5 - ability to work on own initiative from briefs given by your Manager
 - contributions outside principle areas of responsibility

- 6 - sensitivity in dealing with calls or visits from the public
 - feedback to line manager
 - relationships with volunteers and work colleagues

Person Specification:

| Employee | Essential Qualities | Desirable Qualities |
|---|--|---|
| <p>Knowledge, skills and aptitudes</p> | <p>At least two years General Management experience ideally gained in a Retail or Service role</p> <p>Administration and organisational skills</p> <p>Team leadership skills with a positive attitude towards working within a team</p> <p>Ability to manage change and to deal with conflict and a reluctance to change</p> <p>Proven verbal & written communication skills with excellent interpersonal skills</p> <p>A degree of computer literacy particularly with respect to spreadsheets, word, and email.</p> <p>Flexible working practice</p> <p>Able to respect confidentiality and work with integrity and discretion</p> <p>Ability to develop and manage a team</p> <p>Full driving licence and access to transport</p> | <p>Management experience/qualified to NVQ Level 3 in Management.</p> <p>Experience of working with volunteers</p> <p>Knowledge of Health & Safety and Fire Regulations</p> <p>Extended computer skills in respect of DTP for the creation of posters, flyers, and other promotional material.</p> |
| <p>Disposition</p> | <p>Commitment to the aims of the Hospice</p> <p>Strong sense of responsibility and accountability</p> <p>Ability to act on own initiative as well as a team member</p> <p>Good interpersonal skills and ability to communicate at all levels</p> <p>Maintain good humour under pressure</p> <p>Ability to work calmly and methodically under pressure</p> | <p>Prepared to go the extra mile to achieve results</p> |