

<b>Job Location:</b>	Home based in West of Scotland
<b>Responsible to:</b>	Director of Retail
<b>Responsible for:</b>	Retail shop staff and volunteers in the region

1. Introduction to Chest Heart & Stroke Scotland

# NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



**Our Vision:** welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

**Our Mission:** welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



**No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.**

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people:** people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

**Agile:** we will be able to adapt to the needs of our people and the environment we work in.

**Innovative:** we will look for improvement in what we currently do and be creative in developing new services.

**Inclusive:** we will adopt a human rights based approach to our work and ensure we are accessible.

**Accountable:** we will take ownership for our work and hold decision makers to their responsibilities.

**Collective:** we can only achieve our goals by working together and learning from each other.

**Courageous:** we will say what needs to be said and do what needs to be done to meet our goals.



## 2. Job Purpose

The main purpose of the post of Regional Retail Support Manager is to ensure income targets are met through the effective, commercial management of shops and trading in the region, maintaining the high standards set by CHSS. The Retail Support Manager is part of the CHSS fundraising team and is expected to contribute to the department's goal of raising revenue to support the work of the charity.

## 3. Key Responsibilities

### Managing People

- Recruitment, management, training and development of shop staff (including volunteers) to:
  - deliver income and expenditure targets
  - deliver high quality customer care
  - maintain CHSS brand image
  - understand and comply with all CHSS policies and procedures
- General staff management, including support & development, appraisals, performance, sickness absence, etc. in line with CHSS policies and procedures

### Site Line Management

- Responsible for Line Managing staff in CHSS shops operating from Morrisons sites across the geographical area.

## Commercial

- Effective income generation through training on the acquisition, display, pricing and sale of good quality donated goods, and the display and marketing of CHSS Christmas cards
- Effective income generation through training on high quality customer care and developing excellent relationships in the locality
- Assisting in the identification of potential new stores to grow overall income
- Assisting in the identification of potential new opportunities for Christmas trading (Christmas card sales)
- Promoting CHSS fundraising at a local level

## Property Management

- Organising the design, fit out and opening of new stores, including liaison with surveyors and planning/statutory authorities as required
- Organising the updating of internal and external branding of stores as required
- Responsibility for ongoing maintenance and safety of all stores

## Compliance with legislation and regulations

- Compliance with Health & Safety regulations and any other relevant legislation/regulations

## General

- To undertake other duties from time to time as directed by the Head of Retail Field Operations
- To comply fully with CHSS Policies and Procedures
- To participate in the CHSS appraisal and support & development process
- To attend training sessions and other activities as required

## 4. Dimensions

Budget responsibility: Delegated budget for the area.

Contacts: **(Internal)**

Director of Retail

Retail Field & Shop Staff:

- Regional Retail Managers
- Other Regional Retail Support Managers
- Retail Audit & Compliance Officer
- Shop Managers, Assistant Shop Managers and Volunteers

Retail & Trading Head Office Staff:

- Retail Information Coordinator
- Retail Compliance and Administration Manager
- Retail Administration Assistants
- Buying & Merchandising Assistant

Fundraising:

- Head of Supporter Fundraising

Other:

- Corporate Services Department

**(External)**

General public

CHSS supporters

Local traders and contractors

Recycling merchants

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.*

## Person Specification

	Essential	Desirable
<b>Education and Knowledge</b>	<p>Numerate, literate and basic IT</p> <p>Knowledge of the local community</p>	
<b>Previous Experience</b>	<p>Working in a retail environment with responsibility for meeting targets</p> <p>People management</p> <p>Change management</p> <p>Recruitment and training of staff</p>	<p>Working in High Street fashion</p> <p>Working in Charity Retail</p> <p>Management across a variety of locations</p> <p>Recruitment and training of volunteers</p>
<b>Skills Aptitudes Abilities</b>	<p>Commercial understanding</p> <p>Ability to communicate on all levels, including delivery of excellent customer care and good report writing</p> <p>Good organisational skills, including time management and ability to plan and work to targets</p> <p>Ability to work and think flexibly and independently, using initiative</p> <p>Positive attitude, including problem solving</p> <p>Current driving licence</p>	
<b>Disposition</b>	<p>Commitment to ethos of the voluntary sector</p> <p>Commitment to equal opportunities</p> <p>Willingness to work flexibly, including out-of-hours and away from home</p>	

## Summary of Terms and Conditions of Employment

<b>Term:</b>	Fixed Term Contract – 12 months
<b>Salary:</b>	Grade 4 (ii), Scale Points 20-26, £21,445 - £25,443 per annum (Implementation of job evaluation exercise – review pending)  <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
<b>Hours of work:</b>	32.5 hours per week (CHSS full-time is 32.5 hours)  Willingness to work flexibly including travel and, on occasion, to stay away from home
<b>Review of Work:</b>	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
<b>Travel:</b>	You will be required to use your own car on CHSS business, which is reimbursed at the current rate per mile. All other reasonable travel, subsistence and other necessary expenses are reimbursed.
<b>Annual Leave:</b>	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
<b>Pension scheme:</b>	CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.  Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.  There are also schemes which provide death-in-service benefit and permanent health insurance.
<b>Equal Opportunities:</b>	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.