

SVP Job Description

JOB TITLE: **National Retail Development Manager** **JOB HOLDER:** Vacant/new

REPORTS TO: **VP Special Works** - **Dotted line report to National Secretary**

LOCATION: **National Office - Dublin and field based**

DATE OF JOB DESCRIPTION: **November 2014**

1. PURPOSE OF THE JOB

This new position has two main objectives.

1. Formulating a national strategy and policies for all charity retail activities of the Society, and a plan to implement this strategy.
2. Operational management of all charity retail activity to include shops, warehouses and recycling centres.

This senior management post will work with the national management team in achieving these objectives, and will contribute to the longer-term vision and clear strategic direction and ethos of the Society of St Vincent de Paul.

2. ENVIRONMENT OF THE JOB

Location(s):
Office based at SVP House- Dublin 1, one- two days per week
This is a national/all island role covering 32 counties so it is envisaged that most of the working week will be based in the field.
Flexibility for some home working.
Responsible for:
Current chain of over 178 shops, 2 Recycling Centres and warehouses.
Direct line management of Regional Retail Managers (currently 3).

3. GUIDANCE AND AUTHORITY

This role reports to the National Vice President, Special Works (Volunteer role) and a dotted line reporting to the National Secretary (paid role).

The principal responsibility of the National Retail Development Manager is to develop and implement the Retail Strategy under the governance of the National Management Council (executive body), and National Council (representative body).

In response to changes in the external environment around service delivery, funding and governance the Society is currently undergoing a period of significant restructuring and a reorganisation of its services. As part of this reorganisation the Society is introducing a new, more centralised management structure to insure the continued improvement, efficiency, responsiveness and sustainability of our retail operation. The job holder will work closely with the National Management Council's sub-committee which has been established to support the implementation of these developments.

The job holder will have a close working relationship with Regional Presidents and the National Coordinator for Child and Vulnerable Adult Protection. He/she will also work closely with our Shared Services (HR, Facilities, I.T. and Finance) and Social Justice staff to

ensure a coordinated approach to the implementation of programmes originating from other functional areas.

The post holder is expected to operate with considerable autonomy, while acting in the best interests of the Society and safeguarding its reputation.

The post holder must strictly preserve the confidentiality of any information coming to their knowledge relating to the affairs of the Society.

4. PRINCIPAL ACCOUNTABILITIES

ACCOUNTABILITIES	HOW ACHIEVED
<p>1. <u>National Retail Strategy and Policy</u> Formulate a national retail strategic plan to include:</p> <ul style="list-style-type: none"> • Maximising the income from the shops operation through driving sales and minimising operating costs • Creating a framework of retail standards, policies and procedures • A sales and costs analysis of all charity retail activities • Review the existing shop chain taking account of location, profitability, gaps in the market • Best practice in relation to trading and marketing in the charity sector <p>Formulate an implementation plan for this Strategy and Policy plan.</p> <p>Set project milestones and financial targets.</p> <p>2. <u>Operations</u></p> <ul style="list-style-type: none"> • Manage the charity’s network of charity shops, and ensure the profitability of each outlet to agreed targets. • Set standards for layout, display and visual merchandising • Set branding guidelines in line with organisational branding standards. • Set standards for effective stock management systems including stock sourcing, collection, sorting and pricing • Manage relationships with suppliers of bought in goods i.e. Christmas cards, and with all external contractors. <p>To develop a template for new shop openings including, refurbishment, shop-fit, lease negotiations and recruitment of staff. To support the Regional Retail Managers to</p>	<p>Work with existing regional/national shop management structures to gather information on current practice</p> <p>Work closely with the Shared Services Finance and HR departments to gather the information required to formulate the business plan</p> <p>Plan an upgrade programme for existing shops where appropriate Opening new retail outlets where a business case can be made Closing or relocating unprofitable shops depending on the business case Working in collaboration with the National Secretary and Regional Presidents, HR and Finance Working in collaboration with the National Secretary and Finance</p> <p>Expand the existing structure of Regional Shops Managers/Area Managers to deliver a nationwide management system</p> <p>Develop a Retail Operations Manual covering all aspects of the operation. Roll this out with appropriate training to all shops, warehouses and recycling centres</p> <p>Develop performance criteria with sales and costs targets and key performance indicators for all retail activities</p> <p>To research and recommend new shop sites seeking professional advice on lease agreements and negotiations.</p>

<p>project manage new shop openings</p> <p>Recycling/Rag collection Ensure economies of scale across all outlets, renegotiating contracts where necessary</p> <p>Ensure all retail activities operate are within Irish law and best practice taking account of :</p> <ul style="list-style-type: none"> • Health and safety legislation • Fire and building regulations • Employment law • Data protection legislation • The Charities Act 2009 and the Charity Regulator • ICSA Code of Charity Retailing <p>Liaise with Fundraising to initiate and implement promotions and events, and promotional requirements.</p> <p>3. <u>People Management</u> Responsible for the day to day management of the Regional Retail Managers and their teams. Support the Regional Retail Managers who are:</p> <ul style="list-style-type: none"> • Responsible for the recruitment and selection of retail staff • Responsible for promoting team building, open and clear communications, co-operation and appropriate networks of support for staff <p>Provide support to line managers for staff performance issues in liaison with the Regional Shops Managers and HR Shared Services</p> <p>Responsible for workforce planning and development, ensuring there are adequate numbers and required mix of staff and volunteers within the Retail Team</p> <p>Hold overall responsibility for the volunteering programmes within all retail activities Ensure all volunteer management practices adhere to organisational policy and are in line with charity retail best practice</p> <p>Develop a learning and development programme for all staff to implement the</p>	<p>Work with existing Recycling Managers to maximise efficiency and income</p> <p>Work in collaboration with the shared services – HR, Finance or Facilities where appropriate</p> <p>The shop is the public face of the Society so can help to promote its work, services and fundraising efforts</p> <p>In conjunction with HR, create an effective management framework to include regular performance reviews, annual appraisal and personal development planning</p> <p>Work in conjunction with the National Members Support Manager to develop Volunteer Policies and Procedures appropriate to charity retail, to be included in the Retail Operations Manual</p> <p>Work in conjunction with HR, Regional Presidents and Administrators</p>
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<p>policies, procedures that flow from the overall retail strategy</p> <p>4. Other activities</p> <p>To develop and maintain a knowledge of the charity retail market</p> <p>Maintain an up to date knowledge of developments in SVP services and activities.</p> <p>Attend meetings and provide managerial reports to the VP Special Works and National Management Council as required.</p> <p>Attendance at such meetings identified by the VP Special Works and communication of SVP's vision and ethos effectively at meetings – both internal and external.</p> <p>Attend public events as a member of the Senior Management Team as appropriate</p>	<p>Maintain an up to date knowledge of the charity retail market trends</p> <p>Participate in the implementation of policies and procedures in ensuring compliance and that they are embedded across SVP.</p>
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5. CHALLENGES

This newly created role will present many challenges to the job holder. A comprehensive induction programme will help the new job holder to learn about the Society, its ethos and governance practice, the current system for shop organisation and management and the wider charity retail sector.

The organisation is going through a period of significant change. There is a major reorganisation of both the Regional structure and of the National Office, which provides direction and support to the Regions.

The SVP is a volunteer led organisation and is governed through a National Council and National Management Council of volunteer members.

The shop network of over 178 shops have been largely autonomous and have been managed to date through the conference structure of each region. Inevitably differing standards, processes and procedures have developed over the years.

However there are also significant opportunities for economies of scale and growth for sales and other retail activities.

6. OTHER INFORMATION

The Society is Christian based with a strong sense of Gospel values. The founder of the Society, Blessed Frederic Ozanam, was a devout Catholic and his legacy of spirituality remains a key element of the makeup of every Conference within the Society. It is normal practice within the Society that prayers are said at the beginning and end of Conference meetings or at other meetings where members are in attendance as this underpins the ethos of the Society.

7. KNOWLEDGE, EXPERIENCE AND SKILLS TO UNDERTAKE THE ROLE

EDUCATION

Essential

- Professional management qualification
- Relevant commercial retail experience together with evidence of continuing personal and professional development

Desirable

- Third level degree in a business related field

KNOWLEDGE

Essential

- Retailing techniques including space management, presentation, pricing, stock control and operating systems.
- Knowledge of EPOS, stock control systems and cash management systems.
- Knowledge or experience of the needs of volunteers

Desirable

- Basic understanding of charity law and guidance

EXPERIENCE

Essential

- Proven ability in retail income generation
- Proven leadership experience in a senior retail role in a target focused sales environment.
- Substantial Retail Management experience of a successful operation of multiple outlets
- Strategic planning and financial forecasting
- Delivering growth in retail capacity

Desirable

- Charity Sector Retail experience

SKILLS –all essential

Personal skills

- Excellent organisational abilities.
- Excellent verbal and written communication skills
- Ability to work as part of a team and on own initiative
- A self-starter who can prioritise their own workload

Business skills

- Ability to think creatively about business development
- Setting and managing a comprehensive income and expenditure budget
- Ability to identify new opportunities to increase revenue and strategies to maximise profits

People skills

- Experience of managing a large workforce, and ability to manage a wide range of staff and volunteers, across multiple locations
- Ability to guide and motivate individuals and teams to achieve key objectives
- Experience of and ability to assess situations and defuse conflict situations positively

Other

- Flexible in approach to working life, with additional hours where required
- Willing to consult widely
- Willing to travel
- Own Car/ clean driving licence

8. Main Terms and Conditions

Contract type:	Permanent
Hours:	37.5
Benefits:	DC Pension scheme in place 5% employer contribution, 5% employee contribution; start date on commencement of employment Life assurance Tax saving travel pass scheme Bike to work scheme Employee Assistance Programme
Annual leave	23 days per annum plus additional discretionary day/s on Good Friday and at Christmas
Salary:	circa €70k +

The information contained in this job description is a true and accurate reflection of the job as at the date specified.

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Job Holder

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Line Manager

9. STRUCTURE CHART

