

JOB DESCRIPTION

Job Title	Regional Support Manager
Reports to	Head of Retail
Salary	£35,000.00 per annum

Job Role

This is a senior role within the retail management team, supporting the delivery of an efficient and profitable retail operation across the county in support of the work of Cornwall Hospice Care.

The Regional Support Manager will effectively manage the workforce planning (rotas) for all stores across the county, considering annual leave requests and all other absence reasons, ensuring each location can operate to agreed trading patterns.

The Regional Support Manager will have direct line-management of the mobile deputy retail management team and will provide ongoing leadership, coaching and mentoring to the team, equipping them with the necessary skills to achieve sales and profit targets in all stores to which they are deployed.

The Regional Support Manager will also assist the Regional Manager where necessary with the attraction and retention of retail team members across the county.

The Regional Support Manager will deputise for the Regional Manager as required providing leadership and support to all Cornwall Hospice Care stores across the county. The post holder will act as a brand ambassador and role model for Cornwall Hospice Care values and behaviours.

This is a highly dynamic and mobile role which will require extensive travel across the county. Access to a vehicle at all times is necessary.

Regular weekend working is a requirement of the role.

Organisational responsibilities

Values: Our values underpin our purpose, and all employees are expected to ensure their behaviour and conduct is, always, in accordance with the values. Working together with a

common goal and objective ensures we can continue to deliver the high-quality care our patients and their families have come to expect of us.

Policies and procedures: It is the responsibility of employees to ensure they are aware of and comply with the policies and procedures relevant to their job and employment. All employees must be familiar with and operate in accordance with confidentiality and safeguarding policies, at all times during their employment.

Health, Safety and Wellbeing: All employees are expected to conduct their work in a safe manner and with consideration to how others may be affected by their work activities. All activities must be in accordance with the Health & Safety Policy and guidelines.

Ambassador: We are all ambassadors for Cornwall Hospice Care and must ensure that whenever possible, we positively promote our purpose and values to the wider public.

Job specific duties and responsibilities

1. Effectively create and manage the staffing rotas, always ensuring adequate staffing levels that enable each store to trade as necessary.
2. Primary responsibility for any updates to the rotas made necessary by staff absence within the retail team and other factors. Minimising the loss of trade in any Cornwall Hospice Care store.
3. Line manage and support mobile Deputy Retail Managers, setting objectives, conducting regular one to ones, motivating and developing mobile Deputy Retail Managers to excel, managing performance and conducting performance development reviews.
4. Conduct regular store visits to check in with direct reports. Agree objectives, development areas and provide feedback and agree support plans where needed. Document store visits and agree support plans where necessary.
5. Provide regular "on the job" training and coaching to direct reports as necessary during visits and model behaviours, pace and productivity to direct reports whilst working with them in stores.
6. Support relevant Store Managers with the line management and development of store based Deputy Managers as required by Regional Manager.
7. Identify specific training needs and liaise with the Education team to source the most appropriate training.
8. Assist the Regional Manager to implement and maintain effective communication and engagement strategies to ensure all members of the retail team are adequately briefed and enabled to fulfil their duties.
9. Assist the Regional Manager as required, to ensure that all stores are being managed in compliance with Cornwall Hospice Care policies and procedures.
10. Together with the Regional Manager, attract and retain skilled and enthusiastic employees and maintain engagement through the completion of induction and on-going training, probation and development reviews and employee management processes.
11. Where necessary adhere to all internal financial management procedures and ensure all team members are aware of and comply with the same.
12. Lead and promote good Health and Safety practices within the deputy team and ensure their compliance with Cornwall Hospice Care Health and Safety policies and

- procedures.
13. Ensure all members of the deputy team complete mandatory training when required and report on training and development needs across the county to the Regional Manager and Head of Retail.
 14. Ensure all members of the deputy team contribute to the maintenance of a positive reputation for Cornwall Hospice Care.
 15. Deputise for the Regional Manager as required.
 16. Assist the Regional Manager to support volunteer run stores via phone and WhatsApp as and when needed.
 17. Occasionally provide management cover at stores to ensure uninterrupted trading across the county, responding to challenges and maintaining business continuity at all times.

General

This job description is intended to provide an outline of the duties and responsibilities of the post and is not exhaustive and may be amended periodically as necessary.

The post holder may be asked to undertake other duties within the general level and scope of the post and to work at other Cornwall Hospice Care sites as required.