

Job Description

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| Job Title: | Ecoms & Stock Manager - Retail | Department: | Income Generation |
| Reports to: | Head of Retail | Salary: | Up to £32k per annum depending on experience. |
| Accountable to: | Head of Retail | Hours: | 37.5 hours plus weekends as the role requires |
| Responsible for: | | Location: | Cedars Office, Warehouses & Field based as required |

Main Purpose of Job

- To project manage end to end delivery of Compton Retail Online retail activity- across various income streams including eBay.
- Develop a Bought in Goods (BIG) online shop & offering for retail within your first year.
- To generate sustained income & profitability from online trading activity through the warehouse operations, retail hubs and retail shop chain.
- To source and generate new business donated stock opportunities to grow retail income & profit.
- Manage the day to day online & warehouse operations & Staff ensuring compliance, commerciality, and customer service.

Main Responsibilities and Tasks

Ecoms & Warehouse Operations

- To project manage the development and launch on online trading activity for Compton Retail as part of the new 3-year Income Generation Strategy.
- To manage day to day online retail operations including- Warehouses, recycling centre, Retail Hubs, and retail online, click and collect activity, van and stock collectors. ecoms and admin staff and volunteers
- Income delivery - across sales online sales & KPI targets and stock targets
- Commerciality- improve operational delivery & cost control of online operations
- H&S- review and ensure delivery and improvements across areas as required.
- Compliance- ensure delivery and improvements across Compton care policy and procedures
- GDPR- extensive knowledge of GDPR best practise within an online retail operation.
- Security- deliver best practise and robust processes across cash & stock controls. & stock management
- GA compliance- oversee and ensure we are compliant and robust in line with benchmarking.
- Customer Service- deliver best practise to ensure we are a market leader. Ensure fantastic customer service score for sales and returns across all ecoms platforms
- Day to day- hands on approach to dealing with both BIG and donated stock deliveries with a warehouse setting.

Recycling

- Be a Green ambassador for Compton Care a lead on recycling and green initiatives across the Compton estate as well as the retail operation.
- Represent Compton Care at industry meetings- hospice UK, CRA, WRAP to ensure we are future proofing our business.
- Generation of income and improved cost control- through agreed targets and KPI
- Set up recycling centre for Rag- cardboard, metal, white goods, WEEE
- Upcycling product range development for online operations

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Donated. Stock Generation

- Donated stock management- Rag/upcycling/ product development and review
- Corporate stock leads- work closely with the FR team to support delivery
- Proactively network- to generate specific donated stock for online operation
- Generate stock to support all new shop opening and relocation- to maximise income.
- Generate stock and support opening of 'destination' retail offering- including recycling centre.

Bought in Goods

- Build specific range of BIG for online shop- ensuring profitable and cost effective
- Manage the development BIG retail offering - seasonal and by shop profile with the HOR.
- Manage the BIG admin staff- to manage accounts, stock systems and administration to deliver this offering for online and retail chain.
- Support retail team with stock control systems and process and best practise.
- Manage shrinkage and markdowns throughout the year - to support better sell through
- Manage supplier relationships to maximise margin and stock opportunities across existing and new retail opportunities.

Brand Building & Supporting Online Retail Strategic delivery

- To be an expert in online / charity retail / retail. to support implementation of retail strategy & retail brand building. To increase market share.
- To manage a pro-active schedule Online/ Retail calendar of events and retail activity to drive income, profit and brand building EG eBay/warehouse/ upcycling Volunteer recruitment, stock generation, seasonal launch, PR social media events.
- Information responsibility- Through knowledge and experience of managing data and information within an online operation.
- Policy responsibility- experience of implementing and influencing Policy and Procedure with an online retail operation and warehouse setting.

Financial Management & Cost Control

- Take an ownership of online, warehouse and BIG spend and ensure working within an agreed budget
- Robust cost control and review across all lines - by period
- Take a proactive approach to managing accounts to ensure best deal possible for Compton
- Build network of suppliers and review productivity and cost effectiveness make changes as required.

Retail Campaigns & Retail Materials

- To work with marketing and retail team to deliver key campaigns across the year- ensuring robust analysis and review.
- To manage working groups and project managers - on various work streams
- To lead on the creation of Ecoms/Social Media campaigns, managing aspects of the campaign such as the marketing plan and supporter journey

Staff & Volunteer Management

- To recruit high calibre of retail and ops staff into Compton Care
- Develop a culture of succession planning and staff development and retention
- To recruit, support and manage the development of staff & volunteer recruitment plans.
- To ensure that retail staff support activities and events / retail campaigns and that they are run effectively and are well planned, marketed and supported.
- HR responsibility- Extensive knowledge of HR process and practises and managing a team.

Planning and Reporting and Forecasting

- To contribute to the development of the Retail budget and overall income strategy. - with responsibility for reforecasting as required.

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- To ensure that accurate and up to date financial information and reports daily, weekly, monthly, quarterly records are maintained and accessible.
- To provide reports and analysis about retail activity, objectives, KPI's performance. as necessary and upon request.
- To provide business cases, reports on Ecoms, BIG and Donated Stock Retail activities to the Head of Retail and other parties as required.

Other

Governance and Risk

- Ensure that all staff for which the post holder has responsibility to participate in the development and implementation of clinical governance.
- Promote and facilitate the development of clinical audit and the management of clinical risk including patients' impact wherever possible and appropriate.
- Responsible for ensuring that effective monitoring systems are in place to include areas such as recruitment, appraisal, CPD, clinical supervision, performance management and registration verification.
- Investigate and implement lessons learned with regard to all complaints / incidents within section, ensuring that those are shared across the directorate as appropriate.

Smoking

- Compton acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted except in designated areas and in accordance with the guidelines set down within the No Smoking Policy.

Information Governance

- Compton Care requires its staff to comply with Information Governance related standards and policies always when dealing with confidential information, which includes any information relating to the business of the organisation and its service users and employees.
- All Compton Care employees are bound by a duty of confidentiality and must conduct their duties in line with the organisations Confidentiality Code of Practice, General Data Protection Regulation (2016/679 EU) (GDPR), will come into effect on 25 May 2018 throughout the EU and will replace the Data Protection Directive (95/46/EC), which is implemented in the UK through the Data Protection Act 1998.
- New governing legislation for collecting and processing personal data in the EU and Freedom of information Act which all employees must adhere to as this a binding legislative act from the European Union for the protection of personal data.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder's period of employment that relates to the business of the organisation and its service users and employees will remain the property of the Compton Care. Information may be subject to disclosure under legislation at the Organisation discretion and in line with national rules on exemption.
- Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the organisation taking legal action against them.
- Post-holders must ensure that they are aware of their responsibilities by attending the Compton Care Mandatory Training and Induction programmes.
- Your obligations of confidentiality shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any

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information tending to show any of the above has been, is being, or is likely to be, deliberately concealed.

- This is provided that any such disclosure is made in good faith and in accordance with the provisions of the Public

Interest Disclosure Act 1998 and the Compton's Whistle Blowing Policy.

Corporate communication to support the charity

- Compton may require employees to support the organisations charitable activities.
- All charitable activities are managed by the Marketing and Fundraising departments, and there may be times when the organisation will require employees to participate in promotional or publicity activities.

Customer Care - Our Mission will be a leader defining palliative care excellence in the UK

- The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently. All staff to abide by Compton Care Values:

Excellence and Innovation

Respect and accountability

Community and partnership

Passion and determination

Compassion and empathy

Equality and Diversity

- Compton's committed to promoting equal opportunities to achieve equity of access, experience and outcomes, and recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.
- Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference.
- All employees should be familiar with and actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.
- We take our legal and moral obligations with respect to equal opportunities seriously and welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Health and Safety

- As an employee you have a responsibility to abide by all the safety practices and codes provided by Compton Care and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.
- All employees must comply with the Compton Care Health & Safety Policy. All employees must attend Health & Safety training as required within their department or as directed by their line manager.
- All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation. In addition, employees must comply with Compton's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

Risk Management:

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- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Infection Control

- Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficult by ensuring they are compliant with the Health Act 2006 - Code of Practice for The Prevention and Control of Healthcare Associated Infections (The Hygiene Code); and by ensuring they are familiar with the Compton Care Infection Control Policies, located on the Intranet.
- All employees must comply with the Compton Care Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.
- Compton is committed to reducing the risk of health care acquired infections. Accordingly, it is essential that employees adhere to all infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). Employees should participate in infection prevention initiatives and challenge infection prevention practices, reporting breaches using Compton's incident reporting system.

Job Design and Review

- This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed with an updated job description.

Patient Experience and Public Involvement (PEPI)

- Compton is committed to gaining feedback from all those that use services provided by Compton through a variety of methods.
- Feedback is used to ensure that future services meet the needs of the patients and demonstrate continuous improvement.

Policies and Procedures Safeguarding

- All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation.
- Knowledge, skills and competency are to be maintained according to role and responsibilities to fulfil safeguarding children and adults at risk responsibilities.
- All employees are expected to comply with existing local Safeguarding policies and procedures, and Compton and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Disclosure and Barring Service

- There are some roles within the organisation that require enhanced DBS screening to be able to start work within the Organisation.
- Where relevant to the role employees will be required to undertake this screening as part of the recruitment process and this will be updated on a regular basis whilst in employment.

Statutory and Mandatory Training

- All employees are required to complete any statutory or mandatory training as required by Compton or statutory auditing and regulatory bodies.
- Employees also required to refresh training as required and undertake any additional training as part of being employed by the organisation.

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Use of Information Technology

- All employees are required to undertake duties and development related to computerised information management to meet the changing needs and priorities of Compton, as determined by your manager and in accordance with the grade of the post.

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Person Specification

| Requirements | Essential | Desirable |
|---|--|--|
| Education and Qualifications | <ul style="list-style-type: none"> Educated to Degree level or equivalent commercial experience with a retail environment. | <ul style="list-style-type: none"> Evidence of developing on online selling platform. |
| Experience, knowledge and skills | <ul style="list-style-type: none"> At least 3 years senior retail management experience Proven experience of managing an online retail operation including eBay. BIG buying experience- managing ranges of new goods and maximising income and margin. At least 3 years' experience of managing teams and/ volunteers. Significant knowledge and experience of setting up of an online retail operation. Proven experience of managing budget and delivery income and profit within an online BIG setting. Experience of generating stock from corporate contacts to support online offer. Management of warehouse operation and staff Thorough knowledge of online CR retail practices and charity sector initiatives - <ul style="list-style-type: none"> Excellent presentation skills to all ranges and sizes of audiences. Effective multi-site management Proven ability to build influential relationships at all levels Persuasive and adaptable written and oral communication skills Effective retail spokesperson Knowledge of CR sector/ Online/Social Media and industry challenges. Excellent IT skills & analytical skills | <ul style="list-style-type: none"> Proven experience in a buying role with a CR/ retail environment previously. Management of recycling initiative- including upcycling. Proven experience of developing social media platforms to support offerings. |

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| Personal skills and attributes | <ul style="list-style-type: none">• Mature and confident attitude• Excellent planning and organizational skills & analytical skills.• Solution driven approach to work streams.• Excellent written and verbal skills.• People oriented and a team player - collaborative.• Able to work under pressure and to targets.• Enthusiastic, positive attitude• Ability to communicate with and motivate a wide range of people.• Great Networking skills- that will support generation of corporate contacts for donated stock.• Commercially minded.• Flexible and Hardworking• Passionate about CR and online operations. | |
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