

<b>Job Title:</b>	<b>Head of Operations, People &amp; Retail</b>
<b>Reporting To:</b>	<b>Chief Operating Officer</b>
<b>Salary:</b>	<b>£47,079 - £63,909 (Band E)</b>
<b>Hours:</b>	<b>37.5 hours per week</b>

<b>Job Purpose:</b>	<p>The post holder will play a pivotal role in the strategic and operational development of the charity with particular responsibility for the charity operations, people and retail functions to ensure they are carried out efficiently and effectively and comply fully with all aspects of charity law and good practice.</p> <p>A senior leadership team member, this role will lead Alder Hey Children's Charity's Retail Strategy, developing a plan for opening of new Charity Shops and growing online sales. They will also lead on the People Strategy for the Charity and Retail teams.</p> <p>They will build strategic relationships across the sector ensuring that we remain innovative and sector leading in both our People Strategy and Retail development plans. They will oversee the implementation of the Volunteer Strategy.</p>
<b>Main Duties/Tasks</b>	<p><b>Strategic Planning, Financial Management &amp; Reporting</b></p> <p>Lead on the development and implementation of strategic, multi-year plans and budgets.</p> <p>Monitor progress against strategic plans, budgets, KPIs, producing reports.</p> <p>Develop a revised Retail Strategy, developing and executing a plan for increased on-line sales and new shops.</p> <p>Lead on the People Strategy across the charity and retail teams.</p> <p>Co-ordinate the Operational Strategy across the areas of Fundraising Support, Health &amp; Safety, Estates &amp; Facilities (including asset management).</p> <p>To build and maintain a high performance culture through effective performance management, communication and coaching of staff, ensuring clear objectives are agreed and performance is regularly reviewed.</p> <p>To work closely with Alder Hey NHS Trust to ensure strong partnership working with key areas such as Patients Experience, Volunteering and Estates &amp; Facilities.</p> <p><b>Operations</b></p> <p>Provide leadership and direction to the Operations &amp; People Manager, empowering them &amp; the team to deliver against set goals and objectives.</p>

Oversee health & safety across the charity, ensuring that the team have appropriate processes, practices and policies in place to comply with the law and ensure our team have a good working environment.

Oversee the management of Estates & Facilities across the charity premises, including asset management, ensuring that these are in line with our values, the legal requirements, and look at ways that innovation can help us to improve within these areas.

Oversee the insurance renewal process (for the charity and retail shops).

Oversee processes & practices in relation to donor stewardship, ensuring the team are providing an excellent donor journey and donations are processed efficiently and effectively.

To formulate and propose policies and ensure that existing policies are updated in accordance with the agreed timetable.

### **People**

Develop and execute the Charity People Strategy for both staff and volunteers.

Develop and execute the Charity EDI Strategy for both staff and volunteers.

Be the lead specialist in HR practices and maintain strong knowledge of relevant legislation and good practice.

Oversee key HR processes to ensure they are operating effectively in line with our values and the legal requirements, including:

- Equity, diversity & inclusion (EDI)
- Implementation of the Employee Value Proposition (EVP)
- Recruitment & onboarding processes
- Performance Development Review (PDR) process
- Handling of disciplinary & grievance processes
- Staff liaison, including pay award, occupational health or other required communication/ consultation
- Sickness Absence management
- Payroll Information
- Policies
- Learning & Development

### **Retail**

Develop and execute the Charity Retail Strategy, ensuring that income is maximised whilst also achieving the Charity's social mission and awareness within the community.

Lead on the opening of new shops, identifying locations, negotiating leases, and directing the operational plan from concept to opening.

Be the lead specialist for retail in the charity and maintain strong knowledge of relevant legislation and good practice.

Provide leadership and direction to the Retail Manager, empowering them & the team to deliver against set goals and objectives.

Oversee health & safety across the shop, ensuring that the team have appropriate processes and practices in place to comply with the law and ensure our team have a good working environment.

Oversee the management of Estates & Facilities across the retail premises, including asset management, ensuring that these are in line with our values, the legal requirements, and look at ways that innovation can help us to improve within these areas.

**Other Duties**

Be an outstanding advocate for Alder Hey Children's Charity in line with the core values of the organisation.

Be an active and supportive member of the Alder Hey Children's Charity team, contributing to the team's development and working collaboratively with colleagues and volunteers. Attend and support on events run by the fundraising teams where required.

Any other reasonable duties as required by your line manager.

## Person Specification

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> <li>• Experience of efficiently managing and delivering a demanding and varied workload.</li> <li>• Strong track record of customer relations.</li> <li>• Experience of working with Shopify or other online sales platforms.</li> <li>• HR experience of managing teams.</li> <li>• Leadership experience.</li> <li>• Experience in delivery a strategy (retail, people or operations).</li> <li>• Experience of working in a retail environment.</li> <li>• Proven success or developing a friendly and donor/ customer focused service.</li> <li>• Experience of using a CRM system or database.</li> </ul>	<ul style="list-style-type: none"> <li>• HR qualifications.</li> <li>• Experience of running and/ or opening new charity shops.</li> </ul>
Skills and Attributes	<ul style="list-style-type: none"> <li>• Excellent communications skills, both verbal and written across a range of audiences.</li> <li>• Proven success in developing strong personal relationships internally and externally.</li> <li>• Commitment to principles of equality, diversity and collaborative working.</li> <li>• Self-motivated and positive attitude with the ability to work under pressure and prioritise in a busy environment.</li> <li>• Experience of business planning and operational management.</li> <li>• Ability to work effectively as part of a team as well as independently.</li> <li>• Leadership qualities and proven track record of leading a team.</li> <li>• A creative and lateral thinker with the ability to look for innovative solutions to problems and take the lead on developing these.</li> <li>• Understand the necessity of dealing carefully and within data protection legislation, with confidential matters, including handling both personal and business critical information.</li> <li>• Excellent IT skills including Microsoft packages.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of understanding the range of issues across the NHS and Charity sector.</li> <li>• Experience of presenting at Board or Committee level.</li> <li>• Advanced knowledge of Microsoft Excel.</li> </ul>
Additional requirements	<ul style="list-style-type: none"> <li>• Committed to continuing professional development.</li> <li>• Strong interest in working for a children’s health charity.</li> <li>• An understanding of and commitment to the values of Alder Hey Children’s Charity.</li> <li>• Willingness to get involved with activities across the Charity.</li> <li>• Willingness to occasionally work outside of normal office hours.</li> </ul>	

## Our Values

Here at Alder Hey Children's Charity, our values guide the way in which we work. By being courageous, working together, being passionate about our work, and making sure that we are creative in what we do, helps us to deliver the support necessary so that our Hospital can continue to deliver the very best care for our young patients and their families. Our values are:

**Courage:** we try new things and take risks to innovate and drive forward new ideas. We have the courage to speak up and take a stance. We are accountable, responsive and responsible. We are unstoppable.

**Together:** we work together as one team, sharing our knowledge and learning. We work in partnership with patients, families, supporters and colleagues. We are respectful, celebrate diversity and empower each other to achieve our aims.

**Passion:** we are passionate about what we do and why we do it. We work together to share and grow. We inspire others.

**Magical:** we are fun, creative and child led. We create special moments, provide little extras and go further for our brave young patients.

Alder Hey Children's Charity will make every endeavour to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability. Alder Hey Children's Charity is committed to equal opportunities and positively welcomes applications from all sections of the community. Alder Hey Children's Charity is committed to safeguarding children and vulnerable adults. The post holder may be required to complete an enhanced DBS disclosure check.