



# **Retail Area Manager**

## **Recruitment Information Pack**



# Welcome



Thank you for your interest in North London Hospice and this exciting opportunity to join our retail leadership team as an Area Manager.

At North London Hospice, we are proud to be part of a vibrant and respected organisation that puts people at the heart of everything we do. Our mission – to provide **the best of life, at the end of life, for everyone** – extends beyond clinical care into our thriving retail operation, which plays a vital role in supporting our services and connecting us with communities across North London.

Our retail network is growing, with an ambitious strategy to expand, modernise and innovate. As Director of Retail, I feel incredibly privileged to work alongside such a dedicated team of staff and volunteers, and I am excited about the journey we are on

– one of transformation, excellence, and greater impact.

We are now looking for a talented and experienced Area Manager to help lead our next phase of growth. This role is critical in ensuring that our shops not only deliver strong commercial results but also provide exceptional experiences for customers, donors, and volunteers alike. You'll be part of a passionate and supportive leadership team, working together to drive performance, inspire teams, and make our values visible in every aspect of our retail operation.

We are looking for someone who thrives in a dynamic, people-focused environment, and who can balance commercial acumen with a genuine understanding of what makes charity retail special. You'll bring energy, creativity, and a hands-on approach to managing a portfolio of shops – empowering our shop teams to succeed, identifying new opportunities, and championing our mission on every high street.

If you're a natural leader who believes in the power of retail to drive change and make a difference, we'd love to hear from you.

Thank you for considering this opportunity – and I look forward to receiving your application.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Peter Brook'.

**Peter Brook**  
**Director of Retail**  
North London Hospice





## About us

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life-limiting illnesses, supporting them to achieve the best quality of life possible.

We welcome people from all faiths and communities within the boroughs of Barnet, Enfield, and Haringey. We provide physical, emotional, and spiritual care to patients and families, friends and carers.

Everyone is treated as an individual and our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors and chaplains. Everyone working at North London Hospice is committed to ensuring that patients receive our full support, enabling them to choose how they receive our care. Our goal is to help patients live life to the full despite their illness.

As well as our Inpatient Unit at Woodside Avenue (N12), where patients receive 24-hour care, we also work within the wider community to improve people's quality of life. Our Outpatient and Wellbeing Services, where patients visit and enjoy a wide variety of activities and therapies support this. In addition, we also provide support in our patients' homes, through our Community Palliative Care Teams.

As a registered charity, North London Hospice provides free Specialist Palliative Care Services. We receive some government funding but rely on donations and legacies to meet most of the cost of providing our exceptional care and support. It costs more than £16m every year to fund our services.





## Our Vision

The best of life, at the end-of-life, for everyone.

## Our Purpose

Working together to provide palliative care and support, when and where you need us most.

The needs of patients, families, and the local community we serve is changing all the time and we recognise that we need to change too to meet those needs. Our Strategic Plan sets out our ambitious objectives and captures our passion for reaching more people and doing what we can to help those who need us.

We know that what we do makes a difference and looking forward, we want to make a bigger difference for more people.

Our strategy is focused on sustainable long-term impact and our ambition is for everyone to have the best possible end of life experience, including all the things that are important to people at the end of their life.

### For further information:

- Please visit our [website](#)

## Our Values

**C** Collaborative and learning

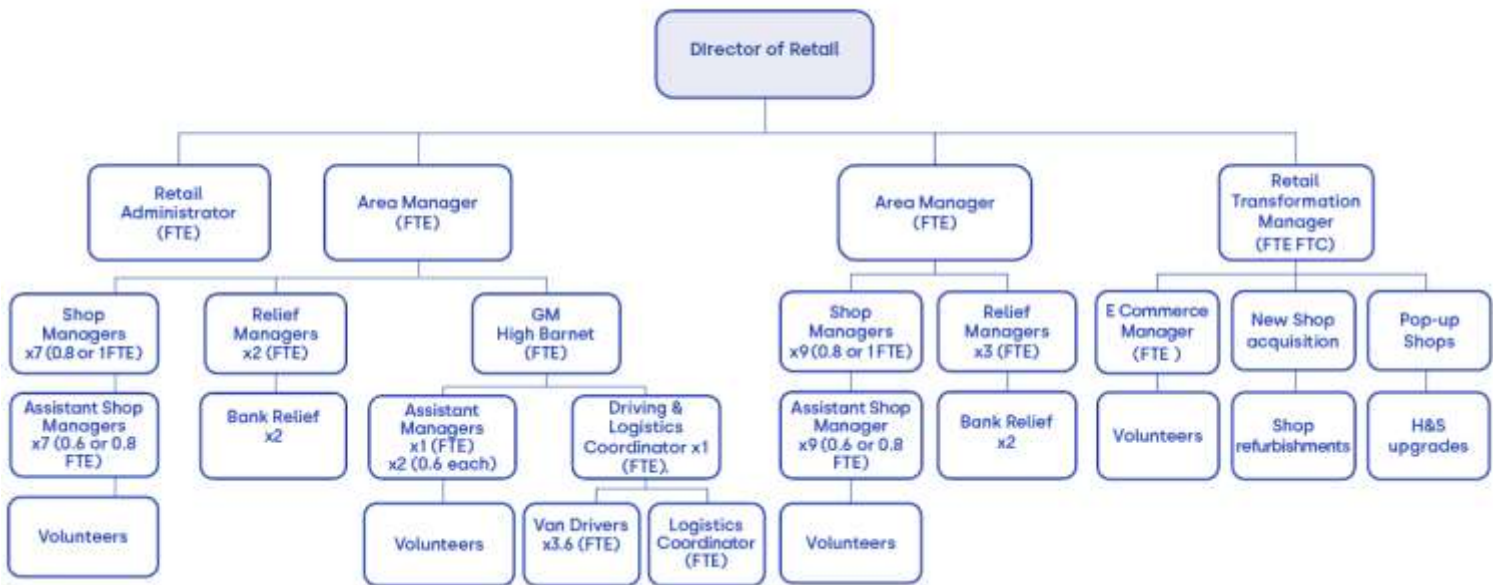
**O** Open and honest

**R** Respectful and empowering

**E** Equal and inclusive



# DEPARTMENT TEAM STRUCTURE





# Job Title: Area Manager 1 – North London Hospice

<b>Business Area:</b>	Retail
<b>Location:</b>	North London
<b>Reports to:</b>	Director of Retail
<b>Salary Grade:</b>	NLH6

## Organisation and Team Information

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life-limiting illnesses, supporting them to achieve the best quality of life possible. Our services include an inpatient unit at Woodside Avenue, outpatient and wellbeing services, community-based care, and specialist palliative care support for patients in their own homes.

The Retail team plays a crucial role in supporting our mission by generating vital income through the management and replenishment of multiple charity shops. Raising over £2 million annually, the team combines sustainability through the recycling of pre-loved items with a focus on delivering excellent customer experiences.

### Role Purpose

The Area Manager will provide strategic leadership and operational oversight for multiple North London Hospice charity shops, including direct responsibility for the management team of the High Barnet Superstore and Distribution Centre. This role will ensure the delivery of financial targets, operational excellence, and alignment with the charity's mission and values. The Area Manager will also lead logistical operations, ensuring seamless coordination of stock, donations, and distribution across all stores.

## Key Responsibilities

### Strategic and Operational Leadership

- Lead the operational and strategic performance of multiple charity shops within territory and the High Barnet Superstore and Distribution Centre.
- Directly manage:
  - High Barnet Superstore and Distribution Centre (including logistical operations).
  - Shop Managers (each with their Assistant Managers and Volunteers).
  - Relief Managers and Casual Bank Workers.
- Be a key influencer within the retail transformation agenda, contributing to long-term strategic goals and ensuring alignment with the overall mission of the charity.
- Collaborate with the Director of Retail to identify growth opportunities, including new shop openings, high-value partnerships, and innovative retail initiatives.

### Performance and Financial Management

- Monitor and analyse the performance of all shops within territory and the High Barnet Superstore, ensuring KPIs for sales, profitability, and customer service are met or exceeded.
- Oversee budgeting and financial planning for all locations within territory, working closely with the Director of Retail to set and achieve ambitious targets.
- Provide actionable insights through regular performance reporting, using data to inform strategic decisions on stock management, pricing, and resource allocation.



## **Management of High Barnet Superstore and Distribution Centre**

- Oversee the logistical operations of the Distribution Centre, ensuring efficient stock management, donations processing, and distribution to all stores.
- Work with the management team to optimise the Superstore's performance as a flagship retail location, driving footfall and revenue growth.
- Ensure robust processes for stock rotation, storage, and compliance with Health & Safety regulations.

## **Team Leadership and Development**

- Build and lead a high-performing team across retail territory and logistical operations, fostering a collaborative and inclusive culture.
- Provide coaching, training, and development opportunities for direct reports to enhance their capabilities and align them with strategic objectives.
- Champion volunteer engagement strategies, ensuring volunteers feel valued, motivated, and equipped to contribute effectively.

## **Retail Strategy and Innovation**

- Lead the implementation of retail marketing and promotional campaigns to enhance brand visibility and drive sales.
- Identify and evaluate potential opportunities for business growth, including, corporate partnerships, and community initiatives.
- Act as a key driver of innovation within the Retail team, adopting new technologies and practices to improve efficiency and customer experience.

## **Infection Control**

- Maintain the highest standards of infection control
- Familiarise with, and adhere to, North London Hospice Infection Control Processes, Policies and Procedures

## **Health and Safety**

- Understand individual safety and security responsibilities
- Familiarise with, and adhere to, the relevant health, safety and security policies across North London Hospice
- Be aware and work to support own personal health and safety and the health and safety of others across the Hospice
- Maintain patient, personal and organisational confidentiality at all times. This includes patient medical and financial information; employee record; student records; financial

## **Key Working Relationships**

- Internal: Director of Retail, Retail Sales Support Manager, Shop Managers, e-Commerce Manager, People Business Partner, Logistics Team, Volunteers, Hospice Staff.
- External: Donors, corporate partners, community stakeholders, patients, carers, and external policymakers (as needed).

## **Confidentiality**

- Maintain patient, personal and organisational confidentiality at all times. This includes patient medical and financial information; employee records; student records; financial and operating data of North London Hospice and any other information that is of a private or sensitive nature
- Familiarise with, and adhere to, the relevant confidentiality policies within North London Hospice



# Person Specification

## Education and Qualifications

- Thorough understanding of health and safety regulations in a retail environment - **essential**
- Knowledge of safe and effective manual handling - **essential**

## Experience and Knowledge

- Proven experience in multi-site retail management, preferably within the charity retail sector – **essential**
- Excellent knowledge of retail operations, including sales analysis, merchandising, stock management, and customer service – **essential**
- Strong financial acumen, with experience managing budgets and achieving financial targets – **essential**
- Experience managing retail operations with a social or charitable mission – **desirable**
- Knowledge of the local North London community and retail landscape – **desirable**

## Personal Qualities and Abilities

- Strong leadership and people management skills, with experience managing diverse teams, including paid staff and volunteers – **essential**
- Ability to work autonomously, make informed decisions, and implement strategic initiatives – **essential**
- Strong organisational and time management skills, with the ability to prioritise tasks in a fast-paced environment – **essential**
- Excellent communication and interpersonal skills, with the ability to motivate and engage teams - **essential**
- Passion for the charitable sector and alignment with North London Hospice's mission and values - **essential**

## Essential for all

- Commitment to equality, diversity and inclusion and understanding of how this applies to own area of work
- Commitment to the aims and charitable objectives of North London Hospice
- Committed to own continuing vocational/professional learning and development
- Enhanced DBS check (role specific) to be carried out by the employer

# Staff Benefits

## Contributory Pension Scheme

New employees who are already members of the NHS Pension Scheme (NHSPS) may transfer their membership.

Those not belonging to the NHSPS have an opportunity to join our contributory pension scheme.

## Health Cash Plan

The hospice provides all permanent employees with the opportunity to benefit from a corporate healthcare cash plan scheme from UK Healthcare. This plan is designed to help cover 'day-to-day' healthcare expenditure such as optical and dental bills and offers 100% cash back (up to policy limits) for a variety of different medical treatments. Employees may join or leave the scheme at any time.

The scheme provided is fully funded by the hospice, for all eligible employees. Upon completion of treatment in respect of any of the benefits provided, staff can claim back 100% of the cost, up to agreed policy limits.

## Annual leave entitlement

Generous annual leave entitlement of 27 days, plus bank holidays (pro rata for part-time employees).



### **Interest-free season ticket loans**

The hospice operates a travel season-ticket loan scheme for employees. This applies to the purchase of annual season tickets, and the maximum loan amount is £5,000. The hospice pays for a season ticket initially and the cost of the ticket is deducted in equal instalments from the employee's salary over the following year.

### **Electric Car Scheme – Salary Sacrifice**

On completion of 6 months' probation (and other eligibility criteria) you can drive a brand-new electric car using part of your gross salary - making savings on income tax and national insurance. You will pay some company car tax (Benefit in Kind) but the rates for electric cars are extremely low until 2025.

You can save up to 40% on driving a brand-new electric car with maintenance, tyres and more included, plus insurance.

### **Learning and Development Opportunities**

Access to a wide range of personal and professional development opportunities.

### **Health and Wellbeing**

- Family friendly policies.
- Cycle to Work Scheme.
- Staff restaurant at Head Office.
- Health and Wellbeing programmes to support body, mind and spirit including exercise groups, complementary therapy, and healthy eating options.
- Access to Employee Assistance Programme.
- Sabbaticals for qualifying staff wishing to have a period of leave to balance their career with other commitments and interest.
- Hybrid and flexible working opportunities.

## **How to apply**

**To formally apply**, please submit a CV and supporting statement to [HR@northlondonhospice.co.uk](mailto:HR@northlondonhospice.co.uk), that clearly outlines your suitability for the role against the criteria provided in the person specification. Please include your interest and motivation in applying for this position.

