

HAHAV

Retail Development Manager Recruitment Pack



Croeso i HAHAV Welcome!

Hospice at Home Aberystwyth Volunteers

About us

We are a volunteer led community service for Ceredigion, West Wales. Our teams provide practical help, social care and friendship for people with chronic, life limiting illness and those needing end of life support.

HAHAV's services are currently delivered to clients and their carers in their own homes and in future, additional activities will be held at our new Plas Antaron day centre.

Established since 2015, we are a registered charity.

We are primarily run by volunteers – we currently have one paid staff member who co-ordinates our volunteer sitting service. We are managed by a Board of volunteer trustees, made up of local people with an interest in supporting the community and experience from a wide range of professions. Our Chair is Dr Alan Axford, a retired medical director and co-founder of the charity

You can find out more about us on our [website](#)

About our shop

Our shop at 14 Pier Street, is a well-loved Aberystwyth landmark, and an important source of funding for the service. The high standard of donations and the dedication of our volunteers have helped build the widely recognised reputation for excellence in both presentation and quality of offering. We have an EPOS till system which allows us to claim Gift Aid on our donated goods.

Currently run entirely by volunteers, the team is ambitious to expand, increasing opening hours, setting up an ecommerce operation and possibly opening new stores in the County in future.

The shop is the charity's primary source of income and its future performance will have a significant impact on the overall charity plans, including acquiring and developing the Plas Antaron day centre.

About the role

Prior to COVID-19, the team were considering how their ambitions might be realised given that a number of the team are retired and have already made huge contributions to the shop over the past five years. They decided that employing a paid manager was an option to help accelerate and achieve the plans.

When the first lockdown was announced, the shop closed along with charity shops across the country. This pause in external activity and the work then involved in safely reopening helped the team decide that paid input into the retail operation would definitely be the way forward.

With the help of specialist agency, The Charity Retail Consultancy, a role profile and person specification was developed.

This is an exciting and unique opportunity in charity retail. Much more than a standard shop manager role, this post allows you to help define the future of HAHAV retail and play a key part in building its funds and activities for the future.

Working with an incredibly dedicated and skilled volunteer team, your priorities will be:

- Developing a retail strategy, including new initiatives and shops;
- Devising & maintaining retail policies and procedures;
- Setting up and managing an e-commerce operation for online sales;
- Marketing the shop to attract quality donations and innovative sales promotions;
- Supporting existing and recruiting new volunteers and trainees;
- Ensuring the shop is reaching its full potential and profitability.

Although the role will be hands-on, the presence of the skilled and experienced volunteer team will enable some time to be spent away from the shop floor and operational activities, to focus on strategic plans, developing policies and building the business through new initiatives.

Engaging with and motivating the team throughout the planning and delivery processes for these new developments will be key.

e-commerce

A key part of this role is developing an e-commerce platform for the charity. It is anticipated that HAHAV will take on at least two trainees from the Government's new Kickstart scheme to support this. The Retail Development Manager will be responsible for managing and helping these new team members reach their full potential and will assist in ensuring the vision and potential for online selling is fully realised.

About you

You will have first class interpersonal skills and wholly respect the contribution of volunteers, as well as a good understanding of charity retail and the ability to work on your own initiative.

You will be able to work strategically as well as operationally, driving the business through planning and development as well as being hands-on in the shop when it's needed.

This is a brilliant opportunity for a successful charity shop manager, looking to develop your skills within the sector or for someone looking to move into the sector and bringing your commercial and people skills with you.

The package

We pay in line with the NHS Agenda for Change.

This post is a Band 4 which is £21,892 to £24,157

Annual leave: 5 weeks plus bank holidays. Where you are required to work on a bank holiday, you will be entitled to take the time back at an alternative date.

The application process

We hope after reading about us and our plans that you are interested in this role.

To apply, please complete the application form and return it:

By email (preferred): vicki@thecharityretailconsultancy.co.uk

By post: FAO Karen Axford,
HAHAV,
Plas Antaron,
Penparcau,
Aberystwyth,
SY23 1SF

In order to let us know about your skills and how they fit with this post, we recommend that you refer to the Person Specification and demonstrate, where possible, that you meet the requirements listed.

Please do **not** include your CV – we will not accept these as part of the recruitment process.

If you are able to visit the shop prior to applying (lockdown regulations permitting), it may help you see what we are about and have a better understanding of the role. However this is not compulsory so please don't worry if you can't make it.

The closing date for applications is **12 noon on Friday 11th December**. We are unable to accept any applications we receive after this time.

Interviews will take place at Plas Antaron (lockdown regulations permitting) on **Friday 18th December**. If we are unable to meet in person, alternative arrangements will be made.

The interview panel will be made up of two HAHAV Board members and a charity retail specialist. There will be set questions and a task which you will be asked to prepare in advance if you are shortlisted.

In order to keep costs as low as possible for the charity, we will only contact applicants who are invited for interview. If you haven't heard from us by Thursday

17th December, please accept our appreciation for your time but assume that on this occasion you have been unsuccessful.

Thank you for your interest in our charity – we look forward to receiving your application.

HAAV Board

November 2020