



LINCS & NOTTS

AIR AMBULANCE

SAVING LIVES EVERYDAY

Thank you for your interest in joining the Lincs & Notts Air Ambulance (LNAA). We are a friendly, inclusive and dynamic team focussed on ensuring we deliver the best possible pre-hospital critical care for the people of Lincolnshire and Nottinghamshire.

Patients are at the heart of everything we do. We are here to help save lives. Our highly skilled Crew of doctors, paramedics and pilots deliver hospital A&E level care at the scene of an incident or accident when minutes really matter. We undertake more than 1,000 missions every year, tending to patients in what is often their greatest hour of need.

We don't receive any government funding for our daily, life-saving work and so we rely on the generosity of our supporters. The communities of Lincs & Notts keep us going and without them we simply couldn't save lives.

We are on the cusp of a number of exciting changes, having recently moved into our purpose-built HQ and airbase, now operating on a 24/7 basis and registering with the Care Quality Commission (CQC) to become clinically independent, striving always to be at the cutting edge of pre-hospital critical care.

The tie that binds our team together here at LNAA is our set of values – Teamwork, Respect, Innovation, and Compassion (TRIC). We display these attributes in the way we work, how we interact with the people we come into contact with, from former patients and volunteers, to our supporters and colleagues.

We look forward to receiving your application.

Good Luck

Karen

Karen Jobling
Chief Executive Officer



WHY WORK HERE?

The Lincs & Notts Air Ambulance (LNAA) provides lifesaving critical care to the communities of Lincolnshire & Nottinghamshire, funded by public donations. If somebody is involved in a serious incident or suddenly taken ill, speed and time are of the essence. Giving a patient the best chance of survival, our Air Ambulance crew effectively take the A&E department to the scene of the emergency.



STAFF BENEFITS



We offer our employees 22 days per annum annual leave, in addition to bank holidays (pro rata for part time staff) which increases by 1 additional day per completed year of service. We also offer an extra day off on your birthday.

Following completion of a 6-month probationary period, we offer access to a Health & Wellbeing Care Plan, plus an Occupational Sick Pay Scheme. We also provide a life insurance at 3 times your annual salary.

TO APPLY

Please email a copy of your CV and cover letter clearly explaining how you meet the needs of the role to: recruitment@ambucopter.org.uk

Deadline for Applications: 5th December 2021

First Interviews: 16th December 2021



LINCS & NOTTS AIR AMBULANCE

Lincs & Notts Air Ambulance Charitable Trust

JOB DESCRIPTION

TITLE: Retail Operations Manager

BASED: Retail & Trading Business Units

REPORTING TO: TBC

SALARY: Circa £30,000 (depending on experience)

HOURS: Full Time (37.5 hours per week)

PURPOSE OF ROLE:

To manage a small team to raise as much cash and awareness as possible by positively representing our brand through the presentation of our retail offer and team spirit, in line with our LNAA values and in accordance with our organisational policy and procedures.

We have a small chain of shops that support our life-saving work, through raising awareness and cash and representing our brand.

This role is the most senior in the retail team and accountable for overall budget in terms of driving income and keeping down costs. You will need an entrepreneurial spirit, creative flair, and a direct understanding of how charity retail works in terms of best practice, alongside donor and customer satisfaction. You will be committed to safe working practices and role model associated behaviours, prioritising investment of time and resources.

The role is based full time in our shops for both office and operational work duties, although you will also be working occasionally at our fantastic HQ on the outskirts of Lincoln.

TASKS AND DUTIES:

Key Accountabilities

- Achieve income, expenditure, and contribution budgets in line with our policy and procedure.
- Complete annual budgets, authorise expenditure and write monthly performance reports.
- Accountability to deliver the Retail and Trading Strategy
- Manage risk through the coaching and development of your direct team and follow LNAA procedure and policy.
- Ensure all business units are working towards compliance.
- Manage the properties, ensuring all required compliance checks and planned maintenance is recorded and up to date.
- Represent our brand through presentation of our retail offer and living our values.
- Hold bi-monthly team meetings to build trust and learning opportunities.
- Build a team with a spirit that roles models LNAA values and represents our brand of clinical and aviation excellence.
- Build relationships between retail and HQ staff to break down barriers and enable collaboration.
- Work alongside fundraising to build relationships and support, providing mutual beneficial opportunities to raise more money for LNAA.

Activities/Tasks

- Recruit staff as required and support shop managers to recruit volunteers, as per our values and brand to build a strong team.

- Training, developing and coaching staff and volunteers to fulfil their roles with LNAA values at the heart of how we work, delivering great customer service both internally and externally. Ensuring all objective setting and appraisals, are motivating and up to date in line with LNAA working practices.
- Facilitating, attending, and running meetings in retail and across the organisation to cross collaborate, build relationships, trust and learning opportunities.
- Writing and interpreting reports to support decision making, drive the business and keeping senior leadership informed and up to date.
- Support and guide the building of the eCommerce business through implementing and developing best practices.
- Develop working relationships with external bodies, charities and voluntary organisations including the Charity Retail Association alongside working partners such as contractors, Epos provider, textile merchants and so on.
- Giving equal time and emphasis to backroom and warehousing processes as to our retail, supporter care and representing our brand.
- To maximise income from recycling and minimising waste in the best way for our environment and efficiencies.
- Ensure Gift Aid is managed in line with HMRC guidance, supervising an annual audit and completing the annual notifications process.
- Manage the property through planned maintenance schedule and awareness of lease liabilities.
- There may be other tasks required unspecified here that may arise.

Person Specification

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	Good standard of education or qualified by experience. Good numeracy and IT skills.	A/I	Degree or comparable level	A/I
Previous Experience (Nature & Level)	2 years' experience in a large retail setting or multi-site management Proven people management and how to motivate others	A/I	Experience of working with volunteers.	A/I
Evidence of Particular: - Knowledge - Skills - Aptitudes	Demonstrable strong communication skills. Strong organisational skills. Able to streamline processes. Able to manage a high-volume workload, make decisions and deliver to deadlines. Able to handle confidential information and be always discreet.	A/I		A/I

Specific Requirements	<p>Knowledge of Health & Safety, manual handling, and Trading Standards.</p> <p>Understanding of charity retail operations and the competitor environment.</p> <p>This post requires the ability to travel to locations across Lincolnshire & Nottinghamshire.</p>	A		
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The above job description is a guide to the work you may be required to undertake. You may be required to undertake other duties within your capability subject to organisational requirement. This job description does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Signed

Date:
