

JOB DESCRIPTION

Job Details:	
Job Title:	Retail Administration Manager
Grade:	Spot Salary
Department:	Retail
Directorate:	Finance, Digital, Business Development & Retail
Reporting to:	Head of Retail (HoR)
Responsible for:	Retail Support Team

Job Summary / Main Purpose:

The Retail Administration Manager leads the operational support infrastructure that enables Retail to operate effectively, safely and consistently.

During the stabilisation period, the role will focus on strengthening retail support systems, reporting, process discipline, project delivery, shop refits/openings, stock flow oversight and cross-functional coordination.

As Retail moves from stabilisation into the agreed future operating model, the role is expected to take line management responsibility for ensuring retail support processes are aligned to shop trading needs. This is an operational leadership role requiring strong people management, project delivery, process improvement, data confidence and the ability to coordinate across multiple teams.

The role does not line manage Shop Managers or lead day-to-day shop operations. Its purpose is to ensure shops and retail leaders are supported through reliable infrastructure, clear processes, accurate information, effective stock flow and well-managed projects.

As the future operating model is agreed, the focus, priorities and reporting relationships of the role may evolve. Any significant changes will be managed in line with organisational processes.

Retail Support Leadership and Operational Infrastructure

- Lead the Retail Support function, ensuring clear priorities, role clarity, effective delegation and high standards of delivery.
- Strengthen the systems, processes, routines and information that support shops and retail leaders.

- Reduce duplication, gaps and informal workarounds by creating clearer processes, escalation routes and communication rhythms.
- Ensure retail support activity is aligned to trading priorities, operating standards and the needs of shop teams.
- Promote collaborative working across Retail Operations, Warehouse, Finance, Estates, IT, Brand and Communications and People Services.

2. Retail Projects, Shop Refits and Shop Openings

- Lead and coordinate retail operational projects, including shop refits, relocations, openings and agreed improvement activity.
- Ensure projects are planned, resourced and delivered with clear governance, timelines, roles and responsibilities.
- Apply learning from previous shop openings and refits to improve project planning, communication, risk management and delivery.
- Coordinate input from Estates, IT, Finance, Retail Operations, Warehouse, Brand and Communications and People Services.
- Ensure project plans consider operational readiness, workforce capacity, stock flow, equipment, systems, compliance and communication.
- Provide clear updates on project progress, risks and decisions required.

3. Data, Reporting and Performance Insight

- Own the production and development of retail support data and reporting across agreed KPIs.
- Provide timely, useful and action-focused insight to the Head of Retail, Retail Operations Manager and Senior Retail Team.
- Work with Finance and other teams to ensure data integrity, consistency and appropriate use of information.
- Use performance data, operational insight and shop feedback to identify risks, opportunities and areas for improvement.
- Ensure reporting supports decision-making, prioritisation and performance improvement without creating unnecessary administrative burden.

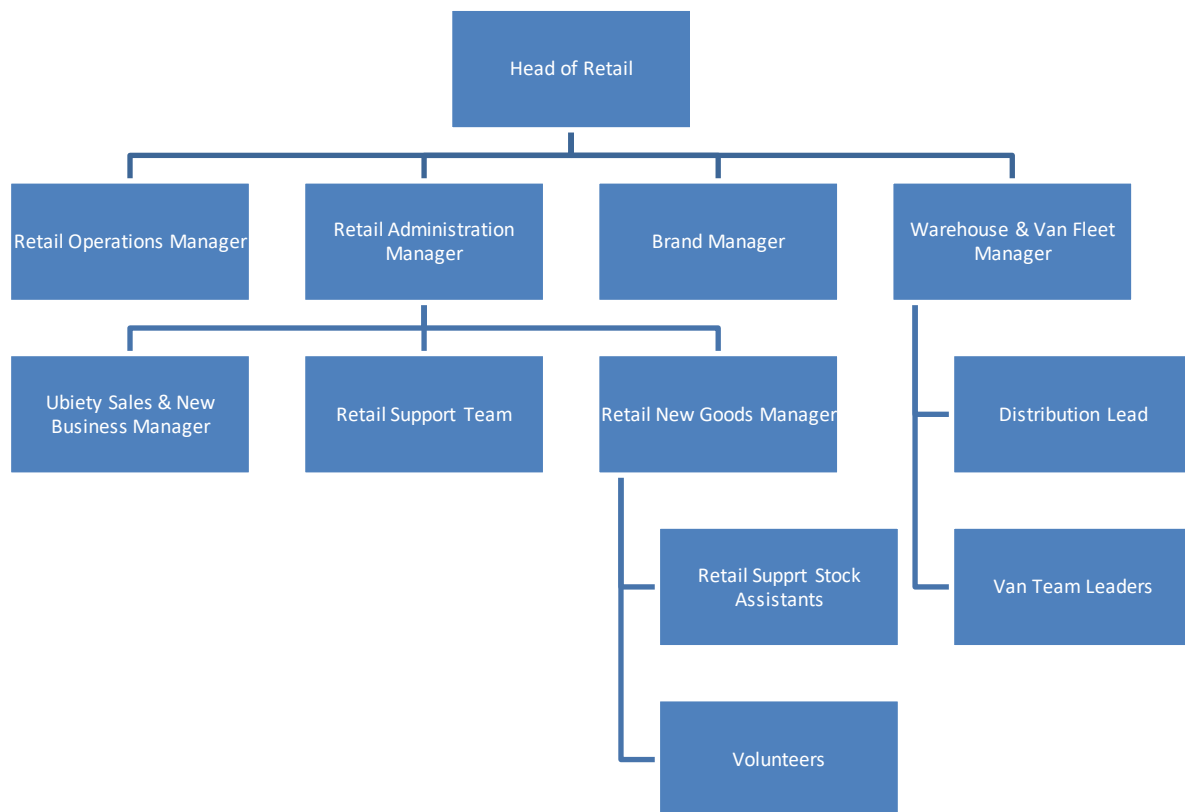
4. Continuous Improvement, Risk and Compliance

- Identify and lead improvements across retail support, stock flow, reporting, projects and cross-functional coordination.
- Address recurring issues and root causes rather than relying on repeated short-term fixes.
- Ensure changes are planned, communicated, implemented and embedded effectively.
- Manage and escalate risks, gaps or resource issues affecting safety, compliance, delivery or trading performance.
- Ensure compliance with organisational policies, health and safety, safeguarding, data protection and relevant legal or regulatory requirements.

5. Retail Leadership Contribution

- Support the Head of Retail in delivering stabilisation priorities and preparing for the future operating model.
- Work closely with the Retail Operations Manager to align shop-facing operations and support functions.
- Provide operational insight, challenge and recommendations to support decision-making.
- Contribute to Retail leadership discussions, planning activity and organisational priorities as required.
- Work flexibly across the retail estate to support business need.

Structure Chart –



Contacts

Staff and volunteers at Dorothy House

Customers and donors for Retail

External suppliers

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

Leadership Commitment

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose **“to empower, collaborate and deliver so that no one faces death alone”**.

As part of our Manager Role Profile, this role is identified as a **“Senior Leader”**. This means that you will commit to:

Lead Me Well:

- Keeping people focused on the bigger picture and our shared purpose.
- Make values-based decisions and expect others to do the same.
- Align leadership across teams and functions.

Support My Development and Wellbeing:

- Make time for development - not just delivery.
- Spot future leaders and support their next step.
- Own succession and pipeline conversations.

Listen to Me and Keep Me Informed:

- Share what you know - even when incomplete.
- Make time to listen deeply across your area.
- Use what you hear to guide decisions and priorities.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff

should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Person Specification –

Criteria	Essential	Desirable
Experience leading or managing a team in an operational environment, with responsibility for setting direction, managing performance and delivering results (e.g. retail, logistics or multi-site support functions).	X	
Strong experience of improving or implementing processes and ways of working to drive consistency and efficiency (e.g. reducing duplication, improving workflows, embedding routines).	X	
Ability to coordinate activity across multiple teams or functions and align priorities to business needs (e.g. working across operations, warehouse, finance or support teams).	X	
Experience delivering projects or operational initiatives from planning through to implementation (e.g. shop openings, process changes, system improvements).	X	
Ability to use data and operational insight to identify issues, inform decisions and drive performance improvement (e.g. reporting, trend analysis, identifying risks or opportunities).	X	
Strong organisational skills, able to manage competing priorities and maintain oversight of multiple workstreams (e.g. projects, operational activity, reporting).	X	
Clear and confident communication skills, able to influence stakeholders and provide direction across different levels of the organisation (e.g. senior leaders, operational teams, cross-functional colleagues).	X	

Experience working in a retail, charity retail or multi-site customer-facing environment (e.g. understanding shop operations and trading pressures).		X
Experience overseeing or working closely with warehouse, stock flow or distribution functions (e.g. logistics coordination, stock movement, supply processes).		X