

Position Description

Position Title: Retail Business Manager

Direct Reports: 2

Location: Manawatu / Horowhenua

Date: June 2025

Reporting To: Director Foundation

Position Objective

- To support the development of and to lead the implementation of strategy to develop income from AH charity shops
- To assist the financial viability of Hospice through efficient and effective trading and return an income for Hospice through the charity shops
- To assist in the promotion of Hospice services and the community profile of Hospice
- To develop high functioning shop managers – with a focus on customer service and staff & volunteer management
- Support shop managers to create a safe, pleasant environment conducive to attracting volunteers donors and sales

KEY ACCOUNTABILITIES

Team Management

- Provide leadership and development of team members to ensure they are motivated, supported and suitably trained
- Support the management of all staff on the Team on a co-operative basis, including the development and review of individual performance plans and giving regular objective feedback
- Lead and manage the production and implementation of the Team's long and short term management plans within the context of the retail- and organisational strategic plans
- Ensure that the annual planning cycle is aligned with the retail- and organisational strategic plans, contractual requirements and individual agreements
- Develop action plans and monitor progress, ensuring key performance indicators are monitored and reported on, and targets are achieved
- Assist managers to motivate and support Shop Volunteers
- Maintain open communications with all Hospice staff
- Participate in recruitment of suitable staff
- Ensure team managers complete the orientation of staff/volunteers in line with agreed process and within agreed timeframes
- Support shop teams in their roles, providing advice and guidance, and identify staff learning needs. Work with HR to access relevant training
- Attend and actively participate in team meetings/activities/projects
- Ensures that Vision, Kauapa and Values are integrated into teams and clearly understood
- Encourage shops to participate in Hospice events, wellness activities and initiatives
- Delegate tasks to shop managers to ensure opportunity and accountability for local retail decisions

Strategic Leadership

- Demonstrate strategic leadership of retail business, in line with the retail operating plan and organisational strategic plan
- Provide operational context and resolutions to the Director of Foundation for governance approval.

Initial_____

- Develop and implementation policies and procedures for the shops in line with policy development guidelines, including maintaining retail manager's handbook

Financial Management

- Manage the Retail Team's annual budget of income and expenditure, with ongoing monitoring and evaluation, including establishing delegations and clear accountabilities within the team
- Review incomes and expenditure with Retail managers on a monthly basis – developing solutions in a collaborative manner with each shop manager
- Monitoring relevant budgets monthly, reporting variances and acting to correct negative trends
- Contribute to establishment of budgets within timeframe requested
- Implement required financial practices and ensure banking completed in a timely manner
- Oversee the purchase and availability of relevant consumables within allocated budget – this may be delegated with operational oversight
- Participating in annual business planning, budget setting and strategic planning
- Seeking ways to reduce costs without compromising quality, by actively managing and reviewing expenditure on high cost items and ensuring prudent use of resources

Operational Management

- Recognise and value the roles, skills and strengths of all members of the team
- Provide necessary coaching to managers as required when individual or team development issues have been identified
- Provide specific constructive feedback to staff and volunteers ensuring privacy/confidentiality as necessary
- Adhere to the Arohanui Hospice Code of Conduct
- Provide a monthly report either in writing or in person to the board retail subcommittee

Communications and promotions

- Distribute information across teams regarding Hospice services, events and future plans with team
- Establish clear and effective communication processes within areas of responsibility
- Role modelling positive communication
- Look for positive solutions and encourage positivity
- Develop a marketing approach for the Retail network, supported by the Marketing & Fundraising team
- Ensure integration of marketing, fundraising, and communications into retail operations
- Liaise with other local retailers re area/community activities
- Promote Hospice services by direct links with customers and suppliers (by counter work and other promotion)

Continuous Quality Improvement

- Works towards implementing a proactive continuous quality improvement culture which reflects current trends and the Arohanui Hospice excellence framework
- Documents quality improvement activities and ensures any opportunities for continuous improvement activities are reported as they arise

General Health & Safety

- Contribute to maintaining a safe and hazard free work environment by proactively identifying and managing hazards
- Ensure any visitors brought into the workplace are aware of and remain compliant with the relevant health & safety policies and procedures
- Carry out work in a healthy and safe manner encouraging and assisting others to work in the same way
- Reporting and rectifying any unsafe workplace conditions/practices by cooperating, supporting and promoting health and safety actions and initiatives in the workplace
- Understand and comply with the health and safety processes and procedures

- Keep your knowledge of identified hazards up-to-date
- Organisational Compliance with the Health & Safety in Employment Act is ensured
- Arohanui Hospice is not exposed to unnecessary risk or costs associated with non-compliance

Legislation, Regulations and Organisational Policies

- Seek to honour principles of The Treaty of Waitangi both in spirit and in the letter of the law relating to the Treaty
- Shows sensitivity to diversity and cultural complexity in the workforce and patient population
- Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information
- Promote the vision and Kaupapa of Arohanui Hospice in all dealings
- Be familiar with and adhere to the provision of all relevant acts and regulations, organisational policies and relevant procedure manuals

Professional Standards

- Maintain relevant qualifications, including registrations and practising certificates, required for legal and safe practice
- Keep yourself up to date on knowledge, best practices and legislation relating to your work
- Make a personal contribution towards effective and efficient working relationships with your team and other Arohanui Hospice Teams
- Ensure you carry out your work in a way that is customer focused and meets professional standards
- In conjunction with your manager, identify your own training needs and plan to meet these needs
- Manage your own time and prioritise your work effectively
- Comply with conditions and terms of your contract/agreement
- Respect and maintain the confidentiality of information obtained, including but not limited to, electronic, written and verbal information
- Comply with all policies and procedures
- Participate in Annual Performance Review

Confidentiality

- Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information
- Strict confidentiality of patient, applicant and employee information is maintained at all times

Quality & Innovation

- Participates in and actively promotes Continuous Quality improvement within the role
- Documents quality improvement activities
- Ensures any opportunities for continuous improvement activities are reported as they arise

Behaviours

- Ensure you carry out your work in a way that is customer focused and meets professional standards by acting with fairness, honesty, integrity and openness
- Respect the opinions of others and treat all with equality and dignity without regard to gender, race, political beliefs, religion, marital status, disability, age or sexual orientation
- Provide safe and positive experiences for those receiving Arohanui Hospices services
- Maintain professional relationships with colleagues, and customers/donors and adhere to the professional boundaries policy
- Make every reasonable effort to ensure Arohanui Hospice does not raise community, supplier, or stakeholder expectations that cannot be fulfilled
- Avoid commenting or offering any public opinion, criticism or statement detrimental to Arohanui Hospice's reputation
- Behave and work in a responsible and ethical manner that is consistent with your profession

- Positive about what we can achieve, high standards and motivate others to achieve
- Open, flexible and accepting of challenges
- Treat others as you would like to be treated
- Honest with yourself and with others
- Resources are used thoughtfully and effectively
- Behave and work in a responsible and ethical manner that is consistent with your profession
- Understand that everyone has a voice and therefore you listen, acknowledge and respond appropriately
- Recognise that each individual brings unique qualities to contribute to the group

IMPORTANT WORKING RELATIONSHIPS

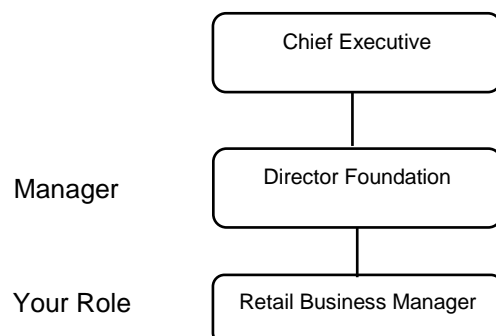
Internal <ul style="list-style-type: none"> • Director of People, Quality and Community • Board members • Senior Management team • Fundraising, Marketing and Communications Team • All Arohanui Hospice staff and volunteers 	External <ul style="list-style-type: none"> • Donors of goods • General public • Volunteers of Charity Shops – through shop managers
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PERSON PROFILE

	Essential	Desirable
Qualification	•	
Experience	<ul style="list-style-type: none"> • Demonstrated evidence of successful leadership and senior management experience in a marketing, brand management and planning environment • Business management experience • Retail experience with customer facing experience • Experience in financial budget management and accountability. • Communicating confidently and effectively with relevant individuals and groups • Competent computer skills including Word, and Excel • Knowledge of the Treaty of Waitangi principles • Current driver's license • Demonstrated ability to work independently and as an effective member of the team • Collaborative approach • Effective organizational and time management skills • Demonstrated ability to manage multiple and at times competing priorities 	<ul style="list-style-type: none"> • Project management skills • Empathy with the philosophy of Hospice • Experience working in community groups and not for profit organisations. • Previous team leadership / management experience • Display/window dressing expertise • Experience trading second hand goods
Skills Knowledge Behaviour	<ul style="list-style-type: none"> • High integrity and trust • Able to work both autonomously and collaboratively as part of a diverse team • Highly organised with the ability to manage a busy and varied work load and meet conflicting deadlines 	<ul style="list-style-type: none"> • Negotiating skills • An ability to persuade and influence

	<ul style="list-style-type: none"> • Excellent interpersonal skills, positive with a mature and confident outlook, always professional • A “can do” approach and the ability to respond quickly to difficult or pressurised situations and meet deadlines as they arise • An understanding of the philosophy of Waipuna Hospice and empathy for the care of terminally ill people and their families and comfortable talking about death and dying 	
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REPORTING LINE



GENERAL RESPONSIBILITIES OF AN EMPLOYEE OF AROHANUI HOSPICE

The following responsibilities are shared by all Arohanui Hospice staff. Please read this section carefully as it contains important information that applies to your role every day.

Values	Example of behaviours
Compassion Supporting one another – patient, families, whanau, friends, staff, volunteers and colleagues.	Evidence of engaging in supportive relationships and practice within work Evidence of developing appropriate internal and external networks
Advocacy Ensuring equity of access to services for all our communities	Stands up for and supports our people Evidence of professional and ethical standards in delivery Work reflects personal and professional commitment to quality care
Respect Upholding autonomy of each person and their community, accepting one another's cultures and beliefs	Treats others with respect and works co-operatively Deals with conflict in a respectful way Openly respectful of diversity
Empathy Acknowledging uniqueness, supporting with dignity, respect and compassion.	Demonstrates genuine willingness to understand why people do what they do When interacting with others can demonstrate ability to understand positions, intentions and needs Understands and is available to help when others are struggling
Quality Committed to continuous improvement, aligned to values and core services	Participates in and actively promotes Continuous Quality improvement within the role Ensures any opportunities for continuous improvement activities are reported as they arise

Declaration

I have read and understand this position description. I understand that I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position. This position description may evolve over time and may be amended by the employer following reasonable notice to me. I sign as confirmation of understanding and acceptance of the role and its key areas of accountability and expected outcomes and behaviours.

Employee's Signature: _____ **Date:** _____

Name: _____

Manager's Signature: _____ **Date:** _____

Name: _____