

PERSON SPECIFICATION



Job title: Retail Operations Lead – Furniture, Donations & Logistics

Department: Retail

Responsible to: Retail Business Manager

Grade: Management 1

Job Purpose

This is a hands-on operational leadership role responsible for the effective running of the **Furniture Store, Donation Centre, and Retail Logistics function**, including oversight of the St. Michael's Hospice vehicle fleet.

The post holder will ensure appropriate staffing, efficient stock flow, and high operational standards across all areas, while supporting income generation and delivering excellent customer service.

Requirements	Essential	Desirable	Evidence
Education/Qualifications	Education to GCSE or equivalent standard.	Education to A level or equivalent standard	CV / Application Form/ Certificates
Previous Experience/Knowledge	<ul style="list-style-type: none"> - Proven experience in a retail management or operational leadership role - Experience managing and motivating teams, including volunteers - Experience of working in a busy, fast-paced environment with multiple priorities - Experience of stock control, merchandising, and retail operations - Strong organisational and workload prioritisation skills - Experience of working with minimal supervision and taking ownership of outcomes 	<ul style="list-style-type: none"> - Charity retail experience - Experience within furniture retail, logistics, or large-format retail environments - Experience overseeing collections, deliveries, or logistics operations - Gift Aid knowledge - Knowledge of current retail market trends - Basic vehicle or fleet management awareness 	CV / Application Form/ Interview References

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Skills/Abilities	<ul style="list-style-type: none"> - Strong leadership and people management skills - Excellent verbal and written communication skills - Ability to communicate effectively with a wide range of people - Ability to plan, coordinate, and manage operational activity - Good IT literacy skills - Ability to use initiative and make decisions under pressure - Ability to drive performance and support development in others 	<ul style="list-style-type: none"> - Understanding of vehicle maintenance or fleet compliance 	CV / Application Form/ Interview
Attitude, Aptitudes & Personal Characteristics	<ul style="list-style-type: none"> - Flexible and adaptable approach - Highly organised and methodical - Ability to work both independently and as part of a team - Strong time management skills - Professional, positive, and approachable manner - Reliable and committed - Demonstrates a balance of commercial awareness and compassion aligned to hospice values 		Interview References
Other requirements (e.g., on-call/driving licence/shifts)	<ul style="list-style-type: none"> - Full UK driving licence - Ability to drive a 3.5 tonne van - Willingness to undertake occasional driving duties as part of the role - Availability to work weekends and bank holidays on a rota basis. 	<ul style="list-style-type: none"> - Access to own vehicle for operational flexibility 	Interview

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Reviewed by:	Colin Tanner Retail Business Manager	Date:	04-2026
Signed by employee:		Date:	