



*Being there for you  
and your family*

## **JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>Area Manager</b>
<b>BASE</b>	<b>LOROS Enterprises Ltd, Station Road, Glenfield</b>
<b>RESPONSIBLE TO</b>	<b>Trading Manager</b>
<b>STAFF REPORTING DIRECTLY:</b>	<b>Shop Managers</b>

### **JOB PURPOSE**

The post holder will work within agreed LOROS policies, applying good retail practice and in liaison with the LOROS Trading Manager, realise the potential of the LOROS Shops chain and other trading activities to achieve maximum profitability.

### **GENERAL RESPONSIBILITIES:**

1. To help prepare and work to an agreed annual strategy plan and clear objectives for the LOROS Shops and E-commerce.
2. To realise the potential of the shops allocated to the post holder in terms of turnover and profitability.
3. To promote and enhance the image of LOROS by the appearance and customer service offered by the allocated shops.
4. To be conversant with Health and Safety trading standards and LOROS shop policies and to ensure that Shop Managers understand and follow such policies

### **SPECIFIC RESPONSIBILITIES:**

1. To provide effective leadership and management of LOROS shops, in full co-operation with other members of the management team and in accordance with LOROS aims and values.
2. To be responsible with the Shop Managers for achieving set targets for individual shops within the allocated area as set by the Trading Manager.

3. To make regular visits to LOROS Shops to ensure that agreed standards are met, with particular regard to merchandising and presentation.
4. To work within the budget constraints of the shops to achieve maximum profit for our charity.
5. To produce reports on performance against budget.
6. To ensure that all shops within the allocated area are open for business for a full trading week.
7. To ensure that the shops comply with the appropriate HASAWA legislation and Fire regulations.
8. To liaise with the LOROS Deputy Retail Manager and Warehouse Manager to ensure the sufficient movement of stock to maintain the efficient running and safety of the shops.
9. To help recruit, induct, train, supervise and motivate Shop Managers.
10. To ensure that the Shop Managers understand their role and the extent of their authority and responsibility.
11. To ensure that LOROS shops follow the handling of money and stock according to LOROS financial and security procedures, including the receipting of cash donations.
12. To ensure that satisfactory donated stock levels, sorting and pricing and rotation of stock is done in accordance with LOROS policies.
13. To keep up to date with developments in retail both local and nationally.
14. To attend or lead meetings, seminars and conferences as requested by the Trading Manager.
15. To report to the Deputy Retail Manager any activities of staff/volunteers that might involve a conflict of interest.

### **MANAGEMENT OF STAFF:**

1. Provide leadership, mentorship and direction to the Shop Managers directly reporting into this position.
2. Conduct effective Performance & Development Reviews which clarify objectives, assess performance comprehensively and fairly and support staff with regard to personal and professional development.
3. Carry out return to work interviews, probationary period reviews and deal with any performance related matters in line LOROS policies and procedures.

**GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

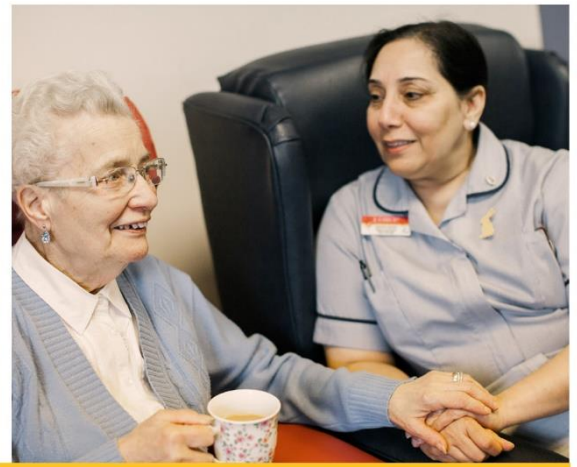
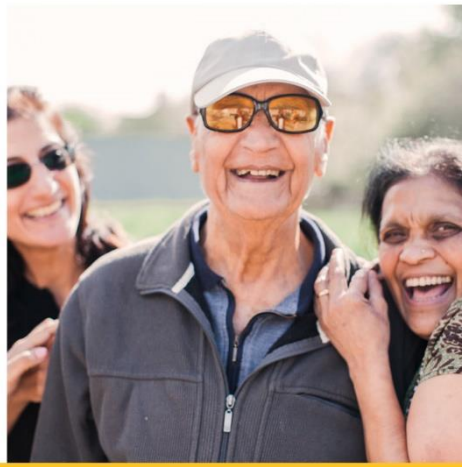
**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed..... Date.....

**Postholder**

Signed..... Date .....

**Line Manager**



# Our vision and mission

## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

[loros.co.uk](http://loros.co.uk)

Registered Charity No: 506120

Being there for *you*  
and *your family*



# Our values and behaviours



## Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



## Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



## Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



## Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



## Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



## Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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# LOROS KEY FACTS

## SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



**>2,500**

No. of individuals receiving patient care from LOROS per year



Of whom  
**665**

admitted to Inpatient Ward



**31**

beds in Inpatient Ward



**343**

employees

**1,500**

regular volunteers



Average length of stay

**14 days**



**£560**

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.

**Cost per hour**

of running the charity

**£8.2M**

Expenditure on patient care per year

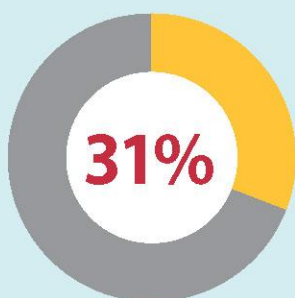
**£6.0M**

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



**£932**



**31%**

Portion of expenditure covered by NHS



**90%**

Portion of charity costs directed to care services

**2,165**

participants in LOROS educational activities per year



**24,950**

LOROS Lottery numbers



**29**

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

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