



## JOB DESCRIPTION and PERSON SPECIFICATION

### 1. JOB IDENTIFICATION

Job Title: Blythwood Ireland (BIL) Area Manager

Department: Retail

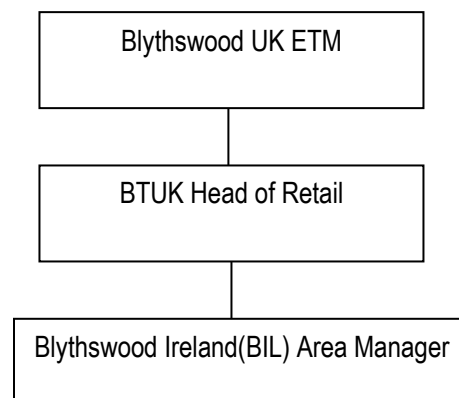
Place of Work: Ballyclare

### 2. JOB PURPOSE

Representing Blythwood Ireland and its Christian mission to internal and external stakeholders.

Overseeing and co-ordinating all operations in Blythwood Ireland(BIL) under the direction of BTUK Head of Retail and Blythwood UK ETM (Executive Team Management)

### 3. ORGANISATIONAL POSITION



### 4. ORGANISATIONAL OBJECTIVES

Based in Northern Ireland, Blythwood Care is transforming the lives of children and adults in Europe, Africa and Asia. Education is one primary goal, giving disadvantaged children and young people the opportunity to fulfil their potential. Community is another, with projects that extend help to people marginalised by poverty or prejudice.

Our work is a practical expression of the Christian beliefs which have motivated this organisation. Blythwood shares the gospel at every opportunity, believing that it is for everyone – *For God so loved the world, that he gave his only son, that whoever believes in him should not perish but have eternal life.* (John 3:16) Blythwood assists Christians and non-Christians alike, believing that everyone is precious in God's sight.

## 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

### Job Related

- Representing Blythwood Ireland internally and externally, with primary focus on the retail operation.
- Being the public face of Blythwood in Ireland, with primary focus on the retail operation.
- Co-ordination of Blythwood Ireland(BIL) Shop Managers, currently 9 shops, as directed by the Blythwood UK Head of Retail
- Delivering speaking engagements as required in churches, church groups and other Christian organisations to promote the organisation and encourage churches and other Christians to partner with us in our mission
- Fostering a culture of welcome and hospitality among staff, volunteers, customers and others, in keeping with the Christian ethos of the charity
- Leadership, including pastoral care and praying for (and where appropriate / requested with) staff members and volunteers
- Provide input to written communications and social media postings which are in keeping with the Christian ethos of the charity
- Acting as first point of contact for BIL Shop Managers on standard operational issues involving shop personnel and premises.
- Working with the Blythwood Head of Retail on operational matters such as sales strategy, merchandising layouts, opening new/closing shops etc.
- Management including coaching, empowering and recruitment of BIL Administration staff
- Management including coaching, empowering and recruitment of BIL Transport staff and Recycling staff
- Management including coaching, empowering and recruitment of BIL Volunteers
- Lead regular BIL staff team communication meetings
- Key person in helping to deliver BIL's ongoing commercial objectives, measuring, analysing and reporting on its effectiveness
- Lead negotiations with BIL suppliers/buyers as required
- Ensure BIL HR policies are up to date and consistently implemented
- To seek out and explore, along with the Blythwood UK Head of Retail, the viability of opening up new shops to support the work of the charity
- Liaise with BIL Shoebox Co-ordinator as required
- Lead Ballyclare depot prayer meeting (1 a week at least)
- Implement the Blythwood UK Executive Team Management's strategic direction for Blythwood Ireland translating the vision to accomplish the expected results for their team
- Take direction from Blythwood UK Executive Team Management for operational processes including retail management, financial management, budgets, gift aid management, transport management, recycling management etc.

### Standard

- Maintaining good housekeeping within your work area
- Reporting problems, issues, accidents or incidents to your Manager
- Suggesting ways to improve the Health and Safety, or quality of work with which you are involved
- Identifying training needs to your manager
- Maintaining Health and Safety regulations and, by the Organisation's Health and Safety policy, ensuring that the area in which you are working is safe for yourself, for other workers and visitors.

## 6a. EQUIPMENT AND MACHINERY

In the course of your job you may be using

- computer / laptop
- printer / scanner / photocopier
- telephones / mobile
- office equipment
- vehicle

## 6b. SYSTEMS

- Microsoft Office Systems including Word, Excel, Outlook, Publisher and Powerpoint
- Facebook Workplace

## 7. ASSIGNMENT AND REVIEW OF WORK

- Work under supervision of Blythswood UK Head of Retail
- Annual Performance Review
- Regular team meetings
- Initiative to work on own

## 8. COMMUNICATIONS AND RELATIONSHIPS

### Within the Organisation

- Blythswood UK Executive Team Management
- BT UK Head of Retail
- Shop, Warehouse and Administration Staff
- Blythswood Volunteers

### Outwith Blythswood

- The general public
- Suppliers
- Recyclers (in relation to transport)
- Driver Hire
- Hauliers
- Local Government Departments

At all times present a professional image to the public, corporate contacts, clients, volunteers and other employees.

## PERSON SPECIFICATION

Training is provided and ongoing in all aspects of the position.

## 9. QUALIFICATIONS

Essential	Full Driving licence Computer Literacy – Excel, Word and Outlook Manual Handling
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Preferred	Retail qualification

## 10. EXPERIENCE/COMPETENCE

Essential	Proven Leadership and People Management skills experience Excellent communication and team motivational skills Evangelical Christian faith
Preferred	Retail experience Transport/Vehicle knowledge beneficial

## 11. SKILLS/KNOWLEDGE

Essential	Ability to work independently and as part of a team Good communicating and liaising skills e.g. Liaising with public in a customer-focused manner Keeps communication flowing upwards to their manager and downward to their team Health and Safety Awareness Leadership and motivational skills
Preferred	

## 12. OTHER REQUIREMENTS

Knowledge of the Christian faith and the biblical basis of our work  
An understanding of different Christian church denominations and how best to communicate with individuals from them  
Exceptional ability to relate to and develop constructive relationships with people from all backgrounds  
Ability to inspire, motivate and lead others  
Ability to remain focussed under pressure  
Progressive attitude to learning and an ongoing willingness to adapt and change in line with the evolving nature of the organisation.  
Professional appearance.

The list of main tasks, responsibilities and duties in Section 5 is not intended to be exhaustive. It highlights major tasks of the post. It may be necessary for the BIL Area Manager to undertake additional duties which might reasonably be expected within the post and which form part of the function of the post.

All Job Descriptions will be subject to review on an annual basis or as a result of

- A change of strategic management
- Changing team/operational requirements
- Agreed staff development and appraisal needs and objects

## 13. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Name (please print): .....

Date: .....

Job Holder's Signature: .....

Line Manager's Name (please print): .....

Date: .....

Line Manager's Signature: .....

**Transforming lives through Christian care for body and soul**