



British Heart
Foundation

Job specification

Job description

Job title	Retail Estate Delivery Coordinator		
Directorate	Retail		
Team	Retail Operations & Development		
Reporting to	Retail Estate Delivery Manager	No. of direct reports	0
Location	UK wide with travel		
Agility contract type	Home based		
Budgetary responsibility	N/A		
Job level (HR use only)	6	Date	April 2026

Summary of role

The Retail Estate Delivery Coordinator supports the Retail Estate Delivery Manager with the successful execution of estate projects across the retail portfolio, including store openings, relocations, closures and refurbishments.

This position serves as a vital link between Central and Field teams, leveraging experience and feedback to recommend process enhancements. In addition, the role plays a vital part in supporting administration, logistics, and project coordination, helping to streamline central operations, maintain precise records, and ensure effective communication between central and field teams.

By efficiently managing operational and administrative responsibilities, the coordinator allows the Retail Estate Delivery Manager to concentrate on strategic oversight and project leadership.

Please note that although this position involves office-based duties and administration, candidates are expected to demonstrate flexibility by attending regular field and site visits as and when needed.

Key responsibilities

Estate delivery administration

- Manage business notification tasks, maintain asset management logs, and oversee storage requirements for fixtures, fittings, equipment, and consumables.
- Ensure all estate change activity is supported by accurate, complete, and timely documentation, including checklists, approvals, handover records, and asset logs, in line with BHF record-keeping requirements.

Project coordination

- Support the Manager in coordinating timelines, critical path activities, and dependencies with internal teams and external contractors, ensuring all documentation and notifications are completed as required.

Store openings, closures and refurbishments

- Assist in process improvements and checklist refinement for store closures and transitions, supporting logistical arrangements and keeping accurate records.

Field and store communication

- Facilitate effective communication between Area Managers (AMs), Regional Sales Managers (RSMs), shop teams, and central functions during estate change activities, ensuring business notifications and documentation are handled efficiently.

Asset management

- Maintain and update asset management logs, support the movement and storage of estate assets, and ensure records remain accurate and up to date to support cost efficiency and sustainability.
- Maintain complete and version-controlled closure files, including approvals, landlord correspondence, asset movements, and compliance documentation, ensuring readiness for internal or external review.

Health, safety and compliance

- Support the Manager in ensuring all central activities comply with health & safety legislation and internal policies, including documentation and administration of risk assessments, method statements, and incident response.

Continuous improvement

- Assist in the delivery of ad-hoc estate-related projects and operational improvements focused on central processes, contributing to the identification of opportunities for efficiency and cost reduction.

Records management

- Collect and maintain accurate data on store condition, layout, and constraints, supporting the Manager with records management and reporting.
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Person specification

Knowledge, training & qualifications

- Good working knowledge of asset management practices and record keeping.
 - Understanding of health & safety requirements in a retail or property context (desirable).
 - Proficiency in MS Office and relevant business systems for documentation and data management.
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Experience

- Proven experience in an administrative, coordination, or project support role, ideally within a retail or property environment.
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Skills & attributes

- Demonstrates excellent problem-solving abilities.
 - Ability to working independently and make own judgement when appropriate
 - Excellent organisational skills with the ability to manage multiple tasks and deadlines under time pressure.
 - Strong communication skills and ability to build effective working relationships with colleagues across central and field teams.
 - Comfortable working hands-on in stores and travelling nationally as required.
 - Practical, solutions-focused, and calm under pressure.
 - Detail-oriented and proactive in problem-solving.
 - Flexible and adaptable to changing priorities and project demands.
 - Commercially aware with a clear understanding of operational impact.
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Safeguarding

At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially.

Data protection

During your employment this role will encounter some personal data. The role will be permitted to access and use the following types of personal data:

- Personal details, contact information and/or family details

No personal data access:

During your employment this role will not encounter any personal data. If you find yourself with access to personal data you are not authorised to have, you must report it to your line manager and the IT Service Desk immediately.

Values

