



Job specification

Job description

Job title	Retail Operations Support Coordinator		
Directorate	Retail		
Team	Retail Operations		
Reporting to	Retail Support & Administration Manager	No. of direct reports	0
Location	Northampton office & home		
Agility contract type	Blended (Home and Office)		
Budgetary responsibility	N/A		
Job level (HR use only)	7	Date	May 2025

Summary of role

The Retail Operations Support Coordinator provides frontline support for retail shops, stores, and field teams. Responsibilities include solving operational problems, maintaining records, producing reports, administering processes, coordinating activities, and supporting teams.

This role ensures one stop support for shops, stores, and both central and field teams by coordinating projects and handling internal inquiries. Key tasks include waste and recycling management, donation points, BHF radio communication, contract management, and operation's tasks for store openings, closures, and changes.

Key responsibilities

Retail support

- Handle front line Retail telephone and email queries supporting resolution or escalation of operational issues, also acting as a triage service to ensure enquiries are directed to relevant teams and responses are within internal SLAs
- Assist line manager with system improvements and changes; report issues impacting the organisation, colleagues or customers

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- Maintain relationships with internal stakeholders and liaise with external suppliers to support stores on any issues, ensuring suppliers are working within service level agreements
 - Input, Maintain and update the operations knowledge base
 - Issue notifications to the business where required
 - Provide admin support for Retail Operations, including inbox management, minute taking, and online filing

Administration

- Prioritise and complete tasks on time, storing and sharing work
- Manage monthly invoicing of various contracts and reconcile retail activity credits e.g. recycling credits and vouchers
- Maintain records, update processes and policy documents
- Produce internal communication content and notify business and partners of temporary site closures
- Raise requisitions for capital purchases, process GRNs, and support invoice reconciliation
- Utilise project templates to streamline processes and create consistency
- Support with any general administration required to support servicing the shops/stores
- Work collaboratively with other team members, the field admin support team and PAs
- Support and maintain the Air Traffic Control document which governs operational activity
- Provide ad hoc admin support for the Central Operations team as required

Waste and recycling

- Support the Waste and Sustainability Manager to ensure efficient service for shops and stores, and handle public enquiries and complaints
- Identify waste issues, devise solutions, and assess quarterly bin usage reports to reduce costs and maintain safety
- Ensure compliance with waste legislation and provide local partnerships for waste disposal
- Manage the confidential waste disposal service for shops and stores

Donation point management

- Manage the movements, location, and updates of donation banks and bins, including graphics refreshes
 - Handle public queries and complaints and provide contractors with weekly job lists
 - Perform daily administration for donation points and maintain accurate records in the central database
 - Liaise with shops, area managers, and drivers to address collection issues, vandalism, and other concerns
 - Support the annual university campaign and ensure maintenance costs stay within budget
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BHF radio/TV

- Serve as the main contact for issues from shops, stores, and field teams, ensuring remedial work and equipment replacement costs stay within budget
 - Arrange engineers for remedial work, raise purchase orders, and collaborate with the IT department for new installations
 - Monitor the estate's online status through weekly reports and review quarterly billing invoices
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Person specification

Knowledge, training & qualifications

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- Proficient in MS Office, including intermediate Excel
 - Working knowledge and understanding of the BHF or other wide scale retail operation
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Experience

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- Previous retail experience
 - Previous customer service experience
 - Experience of working with paperless methods
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Skills & attributes

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- Comfortable with managing own workload with minimal direction
 - Able to clearly communicate present information and check understanding
 - Ability to quickly and easily grasp new technologies / processes
 - Excellent communication skills, both written and verbal
 - Excellent customer service skills
 - Self-motivated with excellent organisational skills
 - Disciplined and precise approach to problem solving
 - Ability to creatively solve problems
 - Ability to adapt and influence across all levels of the business
 - Ability to produce clear, concise and legible reports as required
 - A strong team player being able to work within the team and across the organisation
 - In alignment with the BHF cause and motivated to seek excellent solutions to meet with the business's ever-changing needs
 - To care about the BHF, share in its values and objectives and constantly innovate to deliver the best solutions for the organisation and its customers
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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

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.

Our Values

			
Brave	Informed	Compassionate	Driven
We speak out We're decisive We're innovative	We work together We're clear We're curious	We're open & honest We respect others We promote our cause	We're focused We're determined We keep learning