

JOB DESCRIPTION

Post	Assistant Community Shop Manager - Mere Green
Reporting to	Community Shop Manager
Accountable to	Retail Regional Manager
Contract Type	Permanent - St Giles Shops
Location	Mere Green
Hours	22.5 hours (working 3 out of 7 days to include Sundays plus 2 other days) 8:55am - 5:05pm trading over 7 days
Annual Salary	£13,548.60

Job purpose

As an Assistant Community Shop Manager (ACSM) for St Giles Hospice you will support in leading a team of volunteers. You'll be empowered to make decisions locally whilst working within a supportive framework. You'll work within and for your local community ensuring that engagement and support is understood and promoted.

You'll have good customer service skills and want to be part of a successful team. Ideally, you'll have previous retail experience with the ability to manage and lead the store in the absence of the Community Shop Manager (CSM).

Reporting into the CSM and working closely with the Retail Regional Manager you will aid in supporting your store to run efficiently and deliver a positive financial contribution to the Hospice. You'll also have the support of a Retail Regional Supervisor, available to provide store encouragement and development of best practice.

The estate includes 21 shops and e-commerce operation with a turnover of approx. £3million which supports the overall income generation strategy.

Key tasks and responsibilities

The role entails but is not limited to: -

Community

- Support the embedding St Giles within your local community
- Encourage and develop stock donations
- Support the CSM with recruitment and training of an empowered volunteer team.
- Understand the impact you play by supporting in the generation of a financial contribution, by maximising store operations to support the work of our Hospice
- Support the CSM in developing future opportunities in your local community.
- Work within and be measured by our success framework

People Interaction

- Support the CSM with the management, training and recruitment of volunteers as part of your role. Using the organisation's tools to support you in their management.
- Work well as part of the wider St Giles Retail team, understanding the role you play.
- Recognise the individual skills volunteers bring to your store and help them reach their potential. Celebrate all levels of success
- Live by the organisation's behaviours and values
- Ensure a culture of wellbeing is promoted through best practice
- Use organisational tools and systems to record relevant data and information sharing.

Customer Service

- Provide excellent customer service both internally and externally.
- Present a positive and helpful attitude as an ambassador for St Giles Hospice.

- Recognise that communication is key to all stakeholders.
- Manage customer service complaints in a way which protects reputational risk and seeks to resolve the situation in the most effective manner, escalate complaints to the CSM where required.
- Use agreed St Giles Service Standards as a way to train, develop and embed best practice.

Store Operations

- Work with the support of your CSM to ensure that all St Giles Hospice policies and procedures are adhered to, to safeguard on compliance.
- To adhere to all Health & Safety policies across St Giles Hospice premises.
- Demonstrate proficiency and use of the tilling system
- Maximise gift aid opportunities within the store
- Have an understanding and hold on budget/targets for your store to drive performance.
- Feedback on stock concerns to the CSM, Retail Regional Manager and Hub Manager where required
- Support the CSM in maintaining a quality sorting, pricing and merchandising process that allows for growth in sales
- Have knowledge of cost control and how this is managed
- Implement and respond to instruction from the Retail Operations Team around changes to process, new ways of working or future direction of travel.
- Manage stock donations, including manual handling.

Policy, Procedure, Compliance & Risk

- Support in the day to day management of the store ensuring that all St Giles Hospice policies and procedures are adhered to ensure compliance.
- Use all relevant St Giles tools to support your knowledge and compliance in best practise
- To ensure all mandatory training including e-learning is completed.
- Through liaison with the CSM and Retail Regional Manager, ensure compliance with Health and Safety legislation throughout the store.
- Safeguard that all incidents are logged on the relevant database and flagged to the CSM and Retail Regional Manager
- Support in ensure your volunteers team are data protection compliant, flagging breaches as or if they occur.
- Operate as an ambassador for Retail, seeking out potential opportunities and threats and ensuring these are communicated to the CSM or Retail Regional Manager as appropriate.

Other Responsibilities

- To undertake any reasonable requests by CSM, Retail Regional Manager or member of Retail SLT to support the operational needs of the business.
- To attend Retail training and team meetings as requested.
- Involvement in opening/closing of new locations.
- If required, to hold a certified PAT testing qualification and test electrical donations as part of your role.
- Operate a flexible working pattern as agreed with the CSM and Retail Regional Manager
- Be available to work in other stores as requested to cover sickness and absence.
- Actively participate in annual performance/appraisal review and any identified areas of training to support you in your role.

Key Relationships:

- Retail Regional Manager
- Retail Regional Supervisors
- Community Shop Manager
- Employees and volunteers
- Central Retail Team

Main Conditions of Service

Our Vision and Values

All staff must commit to our vision and values and exhibit behaviours in line with these.

We have adopted five core values that have been developed through engagement with our volunteers, staff, patients and families. These are the values that characterise all that we do and our behaviours with our patients and families, and each other.

Our values:

- We care
- We are trustworthy
- We work together
- We are creative
- We take pride

These values underpin everything we do and we expect all staff at St Giles, in all capacities - employees, bank staff, contractors, agency staff, those who hold honorary contracts, students and volunteers - to share and uphold these values. Each value is supported by behavioural standards and employees will be expected to display these behaviours at all times.

We also expect that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of St Giles Hospice. Individuals must therefore always carry out their duties with due regard to the Hospice's Equality and Diversity Policy.

Mandatory Training

All staff must complete on-going mandatory and role-specific training pertinent to their post, and this should be confirmed with their line manager.

Health and Safety

Staff are required to observe local health and safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

Equal Opportunities

Staff are required to comply with the St Giles Hospice approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity or age.

Infection Prevention and Control

Staff must adhere to current policies and procedures on infection prevention and control to ensure that they are aware of these provisions. It is not intended to be an exhaustive list of responsibilities, but more an outline framework against which staff and managers have flexibility to develop and define the detail of the work undertaken.

Information Governance

Staff are required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.

Patient and family experience

Staff should ensure that they help to create a positive patient and family experience at all stages of a patient's interaction with the hospice and help to improve the patient experience within the hospice or community environment.

Safeguarding Children and Vulnerable Adults

All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Fit and Proper

It is a condition of employment that those holding director positions provide confirmation in writing, on appointment and thereafter on demand, of their fitness to hold such posts. This post has been designated as being such a post. Fitness to hold such a post is determined in several ways, including (but not exclusively) by the Hospice's provider licence, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2008 ("the Regulated Activities Regulations") and the Hospice's constitution.

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Person Specification

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements, which the post holder requires to perform the job to a satisfactory level. Without these qualities, the applicant cannot be appointed to the post.

Knowledge and experience	<p>Essential:</p> <ul style="list-style-type: none"> • Good standard of education in English and Maths • Genuine interest in charity retailing/fashion • Previous retail/charity retail experience <p>Desirable:</p> <ul style="list-style-type: none"> • Local community knowledge
Values	<ul style="list-style-type: none"> • Exhibits our hospice values and behaviours
Skills	<p>Essential:</p> <ul style="list-style-type: none"> • Proven customer service skills. • Flexible and be able to adapt to change on a daily basis • Able to complete physically demanding work in the form of standing for long periods and moving stock <p>Desirable:</p> <ul style="list-style-type: none"> • IT and numeracy – Office365/Share point
Personal Attributes	<ul style="list-style-type: none"> • Strong communicator • Good interpersonal skills. • Goodtime keeping & strong work ethic • Conducts themselves' in a professional manner • Good organisational skills

	<ul style="list-style-type: none"> • Inclusive and diverse in their approach • Empathetic • Team Player • Able to work under pressure • Collaborative • Ambassador for St Giles Hospice
Other requirements	<ul style="list-style-type: none"> • Valid driving licence • Eligibility to work in the UK • Please note that St Giles Hospice does not hold a sponsorship licence and is therefore unable to accept sponsorship requests

Benefits
<p>Pay and Conditions</p> <ul style="list-style-type: none"> - 25 days Holiday plus bank holidays (Pro-rata for part time employees) - Group pension scheme, matching contributions of up to 8% - Life assurance scheme up to the age of 65 - Enhanced sick pay, rising with service <p>Training and Development</p> <ul style="list-style-type: none"> - A dedicated on site Education team offering Training and Development Opportunities <p>Health and Wellbeing</p> <ul style="list-style-type: none"> - The Hub Wellness Support - Eye Test for regular DSE users - Flu Vaccine - Occupational Health Support - Mental Health First Aiders - Cycle to work scheme <p>Family Friendly</p> <ul style="list-style-type: none"> - Enhanced Maternity and Paternity benefits - Shared Parental Leave - Supportive Time off policy <p>Other Benefits</p> <ul style="list-style-type: none"> - Flexible Working Requests after 26 weeks of service - Access to an employee discount scheme

Working Environment
Shop environment

This job description is intended to describe the main features of the role. It is therefore not exhaustive and incumbents may be asked to perform additional duties outside of their job description in the interest of the Hospice.

Data Privacy

Please note that any personal data submitted to St Giles Hospice as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation, for more

information regarding GDPR please see: <https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

Equality of opportunity

Entry into employment with St Giles Hospice and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation