

JOB DESCRIPTION

Post	Community Shop and Online Manager - Mere Green
Reporting to	Retail Regional Manager
Accountable to	Retail Regional Manager
Contract type	Permanent - St Giles Hospice Shops
Location	Mere Green
Hours	37.5 Hours (working 5 days out of 7) Fully flexible 8:55am - 5:05pm trading over 7 days
Annual salary	£27,300

Job purpose

As the Community Shop and Online Manager for our flagship store in Mere Green you will lead a team of paid staff and 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 great commercial skills, an understanding of how online selling works and why customer service is key and want to be part of a successful team. Ideally, you'll have previous retail management experience, be able to demonstrate strong leadership and have the ability to work with and motivate any team.

Reporting into a Regional Manager you will be responsible for ensuring that your store and the online store runs efficiently and delivers a positive financial contribution to the Hospice. You'll also have the support of a Retail Regional Supervisor, available to provide encouragement, training and development of best practise.

The estate includes 22 shops and e-commerce operation with a turnover of approx. £3.5 million which supports the overall income generation strategy.

Key tasks and responsibilities

The role entails but is not limited to:

Key Objectives

- Represent and find ways to embed St Giles within your local community
- Encourage and develop stock donations for instore and online
- Recruit and train a team of empowered volunteers
- Generate a financial contribution, by maximising store and online operations to support the work of our Hospice
- Have oversight of the online processes to ensure the online store continues to grow in its profitability
- Partner within your local community developing future opportunities.
- Work within and be measured by our success framework

People Interaction

- Responsible for the recruitment, training and management of volunteers 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.
- Maximise every team member's contribution; recognising the individual skills they 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 leadership and best practice
- Use organisational tools and systems to record relevant data and information sharing.

Customer Service

- Ensure your team provides excellent customer service both internally and externally, leading by example.
- Present a positive and helpful attitude as an ambassador for St Giles Hospice.
- Promote excellent communication 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 to the Retail Regional Team where required.
- Use agreed St Giles Service Standards as a way to train, develop and embed best practice.

Store Operations

- 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 commercial data on the tillings system.
- Maximise gift aid opportunities within the store and ensure significance of this is understood.
- Responsible for achieving the budget/targets for your store and online and able to drive performance.
- Responsible for ensuring sufficient stock levels of the store and online store, providing feedback on stock concerns to the Retail Regional Manager and Hub Manager where required
- Responsible for ensuring the quality sorting, pricing and merchandising process is followed to allow for growth in sales
- Effective cost control managed by exception
- 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

- Manage the store ensuring that all St Giles Hospice policies and procedures are adhered to and ensure annual risk assessments are completed with support from the Retail Regional Team to ensure compliance.
- Ensure your store remains compliant with St Giles Retail processes. Use all relevant St Giles tools to support best practise
- To ensure all mandatory training including e-learning is completed.
- Through liaison with the 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 Regional Manager
- Ensure your teams 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 Retail Regional Manager as appropriate.
- Effectively use Retail Regional Team store visit reports as a tool to address required change

Other Responsibilities

- To undertake any reasonable requests by 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.

- Hold a certified PAT testing qualification and test electrical donations as part of your role.
- Operate a flexible working pattern as agreed with the 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
- Employees and Volunteers
- Assistant Community Shop Managers
- 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.

Research and Development

At St Giles we are committed to continually improving the service that we offer through development and research. To achieve this we expect all employees to:

- commit to engage in research, audit and service improvement
- approach practice with an evidence base
- maintain professional development and learning in relation to your role

Mandatory training

All staff must complete ongoing 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.

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Good standard of education in English and Maths
Knowledge and experience	<p>Essential</p> <ul style="list-style-type: none"> • Genuine interest in charity retailing/fashion • Previous retail/charity retail management or supervisory experience <p>Desirable</p> <ul style="list-style-type: none"> • Local community knowledge • Experience in E-commerce operation, ideally in charity retail
Values	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. • Good time keeping & strong work ethic • Conducts themselves' in a professional manner. • Good organisational skills • 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"> • 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) - Eligible clinical staff transferring from the NHS will have their continuous service and annual leave recognised for up to 10 years and can continue their NHS pension contributions - 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>

- A dedicated on-site Education team offering training and development opportunities

Health and wellbeing

- The Hub Wellness Support
- Eligibility for flu vaccine
- Access to Occupational health support
- Access to Mental Health First Aiders
- Cycle to work scheme

Family friendly

- Enhanced Maternity and Paternity benefits
- Shared Parental Leave
- Supportive Time off policy

Other benefits

- Flexible working requests after 26 weeks of service
- Access to an employee shopping 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.

Please note that St Giles Hospice does not hold a sponsorship licence and is therefore unable to accept sponsorship requests.