

JOB DESCRIPTION

Job Title	Mobile Shop Manager
Reports To	Area Manager
Location	Greater Bristol Area – various shops
Department	Income Generation
Job Purpose	To manage a variety of shops and work alongside shop teams to drive the business commercially while adhering to our values, compliance and regulations, improving shop performance and adding value at every opportunity. To lead and motivate teams to deliver consistently in line with hospice strategy and policies
Key Relationships	<ul style="list-style-type: none"> • Area Manager, Area Support Manager and other Mobiles • Other Shop Managers and teams • Shop Team and volunteers • Retail Support Functions • Income Generation team • Wider hospice staff and teams as required i.e., HR, Estates, Education etc
Key Responsibilities INCOME GENERATION	<ul style="list-style-type: none"> • To support shop teams and individuals to achieve different targets and Key Performance Indicators (KPI's), using all available commercial data and making sound commercial decisions • To successfully hold and/or support the shops in the managers absence as and when required – short and long term. Ensuring that all operational tasks of daily shop management and processes are adhered to • To continually observe and grasp business opportunities to increase sales and profit • To check promotions, POS, new goods and product changes are current and displayed according to guidance. Implement necessary changes as required • To support and look for volunteer recruitment opportunities to increase team numbers • Optimise stock and minimise waste at every opportunity. Consider the ideal life cycle of stock and follow sustainability guidelines • To work outside regular working hours as and when required in support of SPH activities • To ensure knowledge in all new systems and changes in business trading and to train and support shops to follow these new practices or processes e.g.: Shopiago, social media, intranet, Acopia, new goods ordering.



SHOP STANDARDS

- To have an awareness of area and wider retail profit and to be able to confidently discuss profit and loss reports with shop teams, including the different types of expenditure and where cost savings could be identified
 - To conduct gift aid and compliance checks as and when required and address and report any issues
 - To maximise all gift aid opportunities through engagement with customers, training staff and volunteers and following the compliance and process guidelines
 - Identify opportunities to develop income streams when possible
 - To support with projects such as shop openings and closures, refits, model store, pop up shops and retail events
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- Ensure that there is a consistent approach to product standards including pricing, steaming, replenishment, sizing, hanging etc
 - To ensure high housekeeping standards are always met, including the care and maintenance of our retail estate. Report issues to line manager and Estates team as appropriate
 - To maintain highly organised standards back of house to ensure the smooth running of shop operations
 - Act upon observations to ensure continuous improvement and sharing of value-added ideas across all shops. Identify and challenge where appropriate if any element does not meet the required standards or values

TEAMWORK

- Build internal relationships with other departments as appropriate
- To be flexible and adaptable to the needs of the business in relation to covering or supporting other shops at short notice during times of absence or as and when required. Ensuring that all operational tasks of daily shop management and processes are adhered to
- Sharing of best practice ideas across the area (and to line management) to ensure consistency when needed
- Identify area wide and shop specific training and development opportunities. Seek to build active relationships and act as point of contact where necessary between shops and other retail departments such as logistics, eBay, new goods, retail support and HR
- Act as an ambassador for SPH, taking opportunities to promote ways to support SPH in all contacts



COMMUNICATION

- Attendance at meetings and training sessions as and when required (for personal development or business need)
- Contribute to and encourage a positive working environment
- To support with projects such as shop openings and closures, refits, model store, pop up shops and retail events

- Communicate appropriately and effectively at all levels
- Ensure key messages and updates are relayed to shop teams when covering different shops, including handovers and incidents
- Effective decision making in the absence of Area Support Manager or Area Manager e.g., respond to complaints, matters of security, accident and incidents or situations that may arise
- Take an active role in the sharing of best practice ideas and continuous improvement across shops, teams and area or other meetings. Supporting the retail estate by sharing of stock/equipment and ideas
- To report (in a professional manner), any sensitive issues in the shop back to the management team and/or Area Manager or Support
- To motivate and coach the team to be the best they can be through positive communication

- To understand the philosophy and ethos of SPH and to proactively promote this through all contacts and activity
- Deal sensitively with confidential information while understanding and abiding by SPH Confidentiality Policy and GDPR requirements
- To embrace the opportunities of all available technology, in order to communicate timely and effectively
- On occasion, support the area successfully in the absence of the Area Manager and/or Area Support Manager to make sensible business decisions, liaise with other key IG staff and communicate and feedback appropriately

HEALTH/SAFETY

- To ensure shop teams are compliant with all aspects of health and safety instore including fire safety, weekly checks and monitoring of donation levels. Ensuring a safe environment is provided and maintained for all and reporting any issues to the relevant teams for action
- Contribute to a safe environment for staff, customers and volunteers at all times



ADMIN/IT

- Ensure that all mandatory e-learning training is undertaken within required timescales
- To ensure all electrical and equipment within the shop is well maintained and safe to use
- Ensure manual handling guidelines are followed

PERSONAL DEVELOPMENT

- To regularly check all work communication (emails, MS Teams, WhatsApp etc) and respond efficiently, ensuring head office instructions are followed and actioned within given timeframes
- To use various retail related business systems to drive sales and record data in different areas such as eBay & Depop, new goods, consumables, and gift aid
- To be operationally compliant and organised in all business-related administration
- To respond to any other reasonable requests as directed by your line manager

- Develop own knowledge and skills in order to maximise contribution to the role and hospice. Develop detailed understanding of SPH services relevant for your area of work

Equality Statement

St Peter's Hospice expects all staff and volunteers to act in a way that is consistent with organisational procedures and the law relating to equality, diversity and rights and to treat everyone with whom they come into contact equitably, with respect and without discriminating.

They should recognise and appreciate that people, both colleagues and service users, are different and act in ways that are consistent with their needs and preferences. They should ensure that the practices and processes operated in their areas of work are fair and provide equitable treatment for all and they should take effective action to deal with any discrimination or unfair treatment of which they become aware.

St Peter's Hospice Values

Excellence - to strive to be the best we can, listen, learn and innovate

Compassion - to show understanding and care in everything that we do

Respect - to value everyone and embrace the value of our differences

Passion - to be proud of our work and the impact we have

Collaboration - to work as one team - built on shared goals and effective relationships

Health and Safety

Under the provisions of the Health & Safety at Work Act 1974, it is the duty of every employee

i) to take reasonable care of themselves and others at work

ii) to co-operate with the Hospice as far as is necessary to enable them to carry out their legal duty.

iii) Not to intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

Rehabilitation of Offenders

The Hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records.

We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the Hospice.

Scope of Job Description

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

Qualifications	<p>Essential:</p> <p>Desirable:</p> <ul style="list-style-type: none"> • Qualified to GCSE level
Knowledge & Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Retail and customer service experience • Commercially Aware • Management & Leadership Experience • Strong numeracy skills • Knowledge of MS office and basic IT <p>Desirable:</p> <ul style="list-style-type: none"> • Cash Handling • Experience / understanding charity retail environment

	<ul style="list-style-type: none"> • Experience of working with and managing volunteers
<p>Skills</p>	<ul style="list-style-type: none"> • Ability to motivate and lead a team of staff and volunteers • Able to work independently and as a team member • Able to adapt to changing retail environments • Prepared to be flexible in respect of tasks and duties • Effective verbal and written communication skills • Ability to work under pressure in a fast-paced environment • Visual merchandising skills • Work using own initiative • Ability to use commercial tools and data to deliver results • Excellent customer service skills • Effective time management
<p>Personal Attributes</p>	<ul style="list-style-type: none"> • An understanding and empathy for the work of the Hospice • Driving license and own transport • Enthusiastic and positive • Reliable – timekeeping and attendance • Trustworthy and honest • Flexibility to work in multiple locations with a variety of teams at all levels • Team Player • Identify with and uphold hospice values