JOB DESCRIPTION

Job Title:	Retail Cover Manager
Team:	Retail
Salary range/pay band:	£16.65 per hour
Reports to:	Head of Volunteer Development and Retail
Direct reports:	N/A
Hours:	Ad hoc as required
Location:	Allocated shop
Job holder:	

Introduction to Shooting Star Children's Hospices

Shooting Star Children's Hospices

Shooting Star Children's Hospices provides specialist care and support to families who have a baby, child or young person with a life-limiting condition, or who have been bereaved. Rated 'Outstanding' by the Care Quality Commission, we support families across Surrey, north-west London and south-west London from diagnosis to end of life and throughout bereavement with a range of nursing, practical, emotional and medical care.

Our specialist care and support is free of charge to families and available 24 hours a day, 365 days a year. It includes specialist nursing in the community, symptom management and pain relief, overnight respite stays, end-of-life care, specialist bereavement care and a comprehensive range of therapies, groups and clinics for the whole family.

At the heart of what we do are our dedicated staff; their exceptional commitment and professionalism means every family has the opportunity to **make every moment count**.

It costs £13 million a year to run Shooting Star Children's Hospices. Just 30% of our funding comes from the government, so we rely on our supporters' generosity to keep the service running. We employ 175 members of staff, including 98 nursing and medical staff, and support around 700 families.

Introduction to Team Volunteer Development and Retail Team

Volunteer Development and Retail Team: Our Volunteer Development and Retail Team manage our charity shops and volunteer programmes, which play a crucial role in supporting our mission. They recruit, train, and coordinate volunteers who play a vital part in the work we do at Shooting Star Children's Hospices. From receptionists welcoming families at the door, to pool watchers, gardeners, shop volunteers, ambassadors, photographers and many more, our volunteers make a real difference to the families we support in a myriad of ways. Additionally, the team oversee the operations of our retail outlets, ensuring that they are efficiently run to generate income to fund our care service.

Job Profile

a) Main purpose of job in delivering our strategy

In the absence of the manager or assistant managers to lead a team of volunteers to maximise sales, deliver excellent customer service and ensure that the shop premises and assets are maintained to a high standard, according to legal requirements and Shooting Star

Children's Hospices (SSCH) policies and procedures.

b) Main duties and key responsibilities

The post holder for the duration of the absence of the manager or assistant manager will have control over rostering of the team of staff and volunteers, and delegation of duties and jobs.

1. Customer service
2. Processing and pricing of donations
3. Merchandising, display and promotion of stock and housekeeping
4. Sales and financial reporting
5. Co-ordination of volunteer team

1) Customer Service – 25%

- Dealing with customer queries and complaints courteously and effectively
- Informing the Head of Volunteer Development and Retail of any serious incidents or complaints
- Ensure that any refunds are processed in line with SSCH refunds policy
- Ensure that the advertised trading hours of the shop are adhered to
- Ensure relevant documents are completed in the event of an incident/accident and reported accordingly

2) Processing donations – 25%

- Process all donations as soon as possible, prioritising Gift Aid and high value items
- Prepare and clean items appropriately for display
- Oversee the recycling and arranging of collections
- Promote Gift Aid is at all available opportunities
- Ensure that the ongoing need for donations is publicised
- Price and ticket all items according to pricing strategy for the shop and ensure that all pricing and ticketing complies with legislation
- Ensure that stock is properly managed and rotated in accordance with latest guidance
- Identify high value or specialist items that may need to be sold in another capacity

3)Merchandising, display and promotion of stock, maintenance of high standards throughout the shop – 20%

- Ensure that all merchandise is displayed attractively and that the window display is eye-catching
- Ensure that there are high standards of cleanliness and tidiness in all areas of the shop
- Publicise promotions and special events
- Support and promote Corporate events as required
- Purchase consumables and stock items in a timely manner

4) Sales and financial reporting – 10%

- In the absence of the manager/assistant ensure that daily/weekly financial reports are submitted and that any discrepancies are investigated
- Keep the Head of Volunteer Development and Retail fully informed and updated regarding the performance of the shop and any issues which may impact this

- Ensure that the Manager/Assistant Manager and shop volunteer team are kept informed of the shop's performance
- Ensure that the till procedures are always followed by volunteers
- Ensure that issues affecting trade are monitored and communicated
- Ensure trading standards regulations are complied with
- Ensure that all financial documentation is correctly completed and up to date and is sent to the finance team in a timely manner, highlighting any issues
- Ensure that purchases from the shop by staff and volunteers are processed according to SSCH policy and that the appropriate records kept
- Ensure that charity donations by cash/cheque/card are processed according to SSCH policy and procedure guide

5) Coordination of volunteer team – 20%

- Ensure that volunteers are fully briefed on shop priorities and performance
- When required roster the volunteer team to ensure maximum productivity
- Create a positive working environment in which equality and diversity are well-managed and volunteers can do their best
- Plan, delegate and allocate tasks to the team, offering support for the volunteer team as appropriate

c) Other Requirements

- The post holder will be able and willing to get to and work in a number of shops across our catchment area in Surrey/West London and be available across seven days per week.

- The post holder will be required to apply for an Enhanced Disclosure and BarringService check

- The post holder must live within the area of work

d) Mandatory Criteria

Other duties

The post holder will be working in a developing environment and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.

Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate.

Health and Safety

The post holder will be responsible for health and safety in the area under their control and they must ensure that they are familiar with Shooting Star Children's Hospices policy on health and safety at work.

Mandatory Training

The post holder will attend all mandatory training relevant to their role

Our values and behaviours

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life-limiting conditions, and their families. We require that all of our staff share our common values and display behaviors that will enable us to achieve our goals.

Behaviour Framework

	We are One Shooting Star, when we…			
Values:	**Work together**	**Create belonging**	**Keep evolving**	**Take pride**
	Collaborate across teams and sites	Treat everyone with kindness and respect	Learn from each other and the world around us	Own what we do
Behaviours:	Give and receive constructive feedback	Value other perspectives	Act when change is needed	Follow best practice and maintain high standards
	Communicate clearly and openly	Recognise the contributions of others	Explore new opportunities	Celebrate the impact that we make together
Family benefit:	*Our families feel held by a united team, reassured that we are with them every step of the way.*	*Our families experience a judgment free space where they are truly listened to, understood and respected.*	*Our families know we are always one step ahead, ready to help them navigate their darkest moments with confidence.*	*Our families can trust us to handle their safety, allowing them to create happy memories in the most difficult of times.*

Shooting Star Children's Hospices is committed to ensuring the welfare and safety of children and young people. All staff members are expected to adhere to our safeguarding policies and procedures. This includes undergoing appropriate training, following reporting protocols for any concerns related to child welfare, and promoting a safe and supportive environment for children and young people. We are committed to equal opportunities and consider all applicants in line with the Rehabilitation of Offenders Act 1974.
Before commencing employment, successful candidates will be required to provide satisfactory references and undergo an enhanced Disclosure and Barring Service (DBS) check.

Person Specification:

Qualifications	
Essential requirement	Desirable requirement
5 GSCE's A-C or equivalent including Maths and English Car driver/owner with full clean license	Retail or customer service qualification
Experience	
Essential requirement	Desirable requirement
Experience in retail or charity retail either as a volunteer or employee Administrative/cash handling experience	Experience of managing a team of volunteers or staff.
Knowledge and Skills	
Essential requirement	Desirable requirement
Experience of dealing with customers and maintaining a high level of customer service Car owner/driver Verbal and written communication skills IT skills Ability to motivate self and others Ability to work under pressure and deal with changing priorities Organisational and prioritising skills	
Personal Qualities / Competencies	
Essential requirement	Desirable requirement
A self starter with the ability to work independently and take the initiative whilst knowing when to delegate jobs to others within the team Is organised and methodical and able to multi-task Works well in a team and on own initiative	

Is able to build good relationships with others Is flexible and willing to undertake varied responsibilities as part of a team	

What we offer

Health and wellbeing

- Mental Health First Aiders

Equality, diversity and inclusion

Shooting Star Children's Hospice is committed to inclusion and diversity in everything we do. We know that getting things right is critical for us to live our organisation's values: Professionalism, Respect, Integrity, Diversity and Excellence.

We are always trying to improve our way of working to be more inclusive and equal. Our vision is for Shooting Star Children's Hospice to be a place where people of all backgrounds, groups and communities feel welcomed to work and volunteer.