

JOB DESCRIPTION

Job Title:	Shop Manager
Team/Directorate:	Retail
Salary range/pay band:	£25,650 per annum
Reports to:	Retail Manager
Direct reports:	Assistant Shop Manager
Hours:	Full Time
Location:	Knaphill, Surrey GU21 2PP

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 £10 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 Retail and Volunteers Team

Our Retail and Volunteers Team manages our charity shops and volunteer programmes, which play a crucial role in supporting our mission. They recruit, train, and coordinate volunteers to staff our shops and assist with various tasks, such as sorting donations and serving customers. Additionally, they oversee the operations of our retail outlets, ensuring that they are efficiently run to generate income for our hospices.

Part 1: Job Profile

a) Main purpose of job

To lead the Assistant Shop Manager and 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) Work relationships

The post holder will work closely with and report directly to the Retail Manager and will also work with the following:

- Head of Volunteer Development and Retail

- Retail and Volunteer Manager
- Shop Managers, Assistant Managers & shop volunteers
- Distribution and Logistics Manager and eCommerce Manager
- Volunteer development team
- Finance team
- Fundraising teams
- Comms & marketing team
- HR
- Maintenance team
- Head of Facilities and Estates
- External contractors
- IT support team
- Epos support team

c) Decision making authority

The post holder is responsible for the performance of their shop.

The post holder will be required to make decisions on the quality, suitability and price of donations before they are placed on sale and on how goods are displayed throughout the shop and in the window displays.

The post holder will work with eCommerce Manager to decide if items would be suitable for

d) Scope of Job

selling at a higher price on eBay or through a promotional event.

The post holder 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. Line management
6. Coordination of volunteer team

Part 2: Main duties and key responsibilities

a) Customer Service – 15%

- Dealing with customer queries and complaints courteously and effectively
- Informing the Retail Manager 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

b) Processing donations – 20%

- 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

c) 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
- Purchase consumables and stock items in a timely manner

d) Sales and financial reporting – 15%

- Ensure that daily/weekly financial reports are submitted and that any discrepancies are investigated
- Keep the Retail Manager fully informed and updated regarding the performance of the shop and any issues which may impact this
- Ensure that the Assistant Manager and shop volunteer team are kept informed of the shop's performance
- Ensure that the till procedures are always followed by employees and 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 any stock removed from the shop by staff and volunteers is processed according to SSCH policy and the appropriate records kept.
- Ensure that charity donations by cash/cheque/card are processed according to SSCH policy and procedure guide

e) Line Management – 15%

- Ensure that the Assistant Shop Manager(s) are fully trained in all aspects of their role
- Fully brief Assistant Manager on shop priorities and matters concerning other areas of the charity. Give updates of any information, changes & decisions made at area meetings or by the organisation
- Ensure that the shop is always fully staffed, preparing rotas and managing holidays to ensure maximum productivity
- Create a positive working environment in which equality and diversity are well-managed and staff can do their best
- Plan and allocate work, monitoring achievement of deadlines, and supporting staff as appropriate
- Manage performance and development, mainly through regular supervision sessions and the Performance development review process
- Recruitment, induction, and ongoing training of staff

f) Coordination of volunteer team – 15%

- Work with the Volunteer Development team to recruit volunteers
- Ensure that the volunteers are inducted fully trained in all aspects of their role
- Ensure that volunteers are fully briefed on shop priorities and performance
- 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

Other duties

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

The post holder must be able and willing to get to and work in other shops

The post holder must be prepared to offer cover at other shops and their own shop when required during the working week. Potentially there may be wider retail responsibilities allocated to shop managers.

The post holder will be required to apply for a Disclosure and Barring Service check

Mandatory Criteria

1. Professional Codes of Conduct

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

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

2. Mandatory Training

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

3. Our values and behaviors

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 our staff share our common values and display behaviors that will enable us to achieve our goals.

Professionalism – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

Respect – *We will treat each other with the utmost respect.*

Integrity – *We will be open, honest and transparent in all that we do.*

Diversity – *We will respect individuality and ensure inclusion and fairness to all.*

Excellence – *We will strive for excellence in all that we do.*



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. Before commencing employment, successful candidates will be required to provide satisfactory references and undergo an enhanced Disclosure and Barring Service (DBS) check.

Part 3: Person specification: Qualifications, experience and skill levels

a) Qualifications

Essential

- 5 GCSE's A-C or equivalent including Maths and English

Desirable

- Retail or customer service qualification

b) Experience

Essential

- Experience in managing employees
- Experience in managing a shop including knowledge of retail and health and safety legislation
- Administrative/cash handling experience

Desirable

- Experience of managing a team of volunteers

c) Knowledge and Skills

Essential

- Experience of dealing with customers and maintaining a high level of customer service
- Verbal and written communication skills
- IT skills
- EPOS reporting
- Ability to motivate self and others
- Ability to work under pressure and deal with changing priorities
- Organisational and prioritising skills

Desirable

- Experience of working in a charity shop
- Car owner/driver

d) General attributes

Essential

- 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

Pension scheme

- NHS Pension Scheme (eligible employees)
- Stakeholder pension scheme
- Employee contribution 3.5%
- Shooting Star Children's Hospices contribution 4.5%
- Additional contributions – we will pay 1% above the contribution up to a limit of 7%

Annual leave

- 27 days plus Bank Holidays rising with length of service
- 2 weeks paid sabbatical leave after 5, 10 and 15 years' service

Contractual benefits

- Generous sick pay scheme
- Enhanced maternity, adoption, and paternity leave pay
- Flexible working arrangements
- Death in service benefits
- Reimbursed professional membership fees
- Employee referral scheme
- Blue Light discount card

Health and wellbeing

- Employee Assistance Programme
- Occupational Health
- Eye care
- Mindfulness sessions
- Cycle to work scheme
- Mental Health First Aiders
- Nutritionally balanced meals at Christopher's (free for employees)

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.