

JOB DESCRIPTION

'Happy to talk about Flexible Working'

Job Title:	Shop Manager
Department:	Retail
Hospice Band:	Retail Band 3
Reports to:	Retail Area Manager
Responsible for:	Volunteers/Shop Staff
DBS Required	None

Job Purpose

As Shop Manager you will help and support the Retail Area Manager by developing, leading and motivating your team of staff and volunteers, ensuring that sales and targets are achieved and surpassed; motivate your team to deliver fantastic customer service, meeting performance targets and work continually to improve the work of the Hospice.

Main Duties and Responsibilities

Sales

- To achieve agreed targets within agreed income and expenditure budgets
- To ensure that a high standard of customer service is maintained at all times

Shop Appearance/Stockroom

- To maintain a high standard of merchandising and display
- To departmentalise stock
- To ensure a high standard of general household duties – the shop is cleaned and hoovered daily
- To keep the stockroom and kitchen area clean, tidy and well organised

Stock

- To encourage the public to donate saleable goods under the Gift Aid Scheme
- To steam clean and prepare stock for display
- To keep the sales area fully stocked with merchandise, clearly priced and sized; using colour size cubes when necessary
- To date and code and rotate all stock
- To ensure that adequate stock is procured

Staff

- To interview, recruit, induct and train volunteers to ensure the shop is efficient and effective
- To prepare rotas on a daily/weekly/monthly basis and ensure adequate cover at all times
- To be responsible for customer service skills, ensuring a courteous and efficient service is delivered
- Undertake relevant training with the volunteers, i.e. health and safety, equipment, COSHH etc
- Ensure that the shop represents the Hospice in a professional manner at all times, in keeping the Hospice's policies, procedures and values.

Administration

- To undertake the relevant administrative processes and procedures efficiently and effectively, both on paper and with the aid of IT equipment
- To ensure banking of monies is completed daily
- To comply with all procedures in accordance with the Hospice's Retail Operations Manual and the relevant policies and procedures

Security

- To ensure all sales are recorded correctly through the till, all monies are secure and that the till procedure is adhered to
- To ensure that all Collection boxes are secure and emptied regularly
- To keep valuable donations in a safe place
- To hold the keys of the shop and ensure that the premises are secure
- Advise volunteers of their responsibility for any personal possessions

General

- Aware of procedures for Accident/Incident reporting, First Aid Box and Fire Extinguishers and emergency situations
- To undertake any duties commensurate with the post when asked by the Retail Area Manager or any other senior manager from the Hospice

General Duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage



or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures Infection Control
- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment Pandemic or major incident
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs



PERSON SPECIFICATION

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Requirements	Essential	Desirable	How identified
Education and Qualifications	<ul style="list-style-type: none"> Qualified by experience – significant retail experience 	<ul style="list-style-type: none"> Charity retail experience 	A, I
Knowledge and Experience	<ul style="list-style-type: none"> Experience of exceeding customers' expectations Ability to be customer focused and drive sales Understanding of staffing and workforce issues Ability to manage own time Ability to demonstrate a solution focused approach Knowledge of collectables Knowledge of fashion/home Computer literate Experience of working with sales targets Strong organisational skills Demonstrable ability to work as part of a team 	<ul style="list-style-type: none"> Understanding on eBay and online selling Knowledge of second-hand furniture Knowledge of how Gift Aid operates within charity shops Affinity or understanding of hospice care to act as an ambassador Experience of working in the voluntary sector 	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>



	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Demonstrable enthusiasm and flexibility • Motivated – being passionate and enthusiastic about business and customer service • A proven ability to deal with difficult situations and customers • Motivating and engaging volunteers as well as recruitment, retention and development • Experience of managing and working in teams • Demonstrable experience of building positive relationships both with internal and external stakeholders • Experience of selling second hand goods and compliance with safety legislation • Experience of running a business based on people’s generosity of their time • Visual merchandising experience to entice people • Experience of meeting regulatory requirements 		<p>A,I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
Personal skills and attributes	<ul style="list-style-type: none"> • Able to communicate across diverse groups and communities 	<ul style="list-style-type: none"> • Car owner with valid driving license 	<p>I</p>



	<ul style="list-style-type: none"> • Resilience, commitment and enthusiasm • Ability to coach and develop colleagues and delegate accountability to encourage staff responsibility and engagement • Good planner with analytical and problem-solving ability • Skilled at balancing competing demands • Team player who can demonstrate a positive approach along with an understanding of the charitable ethos • Willingness to be hands on and ability to mix with all sections of the community • Ability to work unsocial hours as required, particularly during shop preparation and fit out • Able to work under pressure to manage a varied workload • High standard of personal and professional appearance, conduct and integrity • Highly self-motivated • Willingness to work at other sites when asked 		<p>I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
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A= Application form

I=Interview

T=Test

C=Certificate

