

JOB DESCRIPTION

Job Title	Shop Manager
Reports To	Area Manager
Location	Greater Bristol Area – various shops
Department	Income Generation
Job Purpose	To drive the business independently and commercially, while adhering to our values, compliance, and regulations, improving shop performance and adding value at every opportunity. To lead, motivate and develop a team 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 lead a shop team to achieve targets and Key Performance Indicators (KPI's) including sales, profit, gift aid, local lottery, eBay/Depop, new goods etc, using all available commercial data and to make sound, commercial decisions. To be forward-thinking and collaborative in your leadership style • To proactively manage your stock levels to ensure you can deliver the needs of the business, including sourcing stock wherever possible through social media, community links, instore messaging and teamwork • Plan creatively for season changeovers and window events throughout the year • Drive a team to deliver service excellence at all times, exceeding expectations, providing an all-round great customer experience • To check promotions, POS, new goods and product changes are current and displayed according to guidance. Implement necessary changes as required • To maximise all gift aid opportunities through engagement with customers, training staff and volunteers and following the compliance and process guidelines • To pro-actively manage performance and attendance, in line with policies and procedures and address and report any concerns



SHOP STANDARDS

- To recruit, train and retain a multi-skilled team of volunteers, in order to maximise our sales, profit, service and standards
 - To look for opportunities within the local community through networking with local groups and businesses to build two-way relationships to help increase sales, profit and donations and hospice awareness
 - Optimising stock and minimise waste at every opportunity. Consider ideal life cycle of stock and follow sustainability guidelines
 - Identify opportunities to develop income streams when possible
 - To demonstrate control and an 'own-business mentality' at all times
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- To consistently ensure high housekeeping standards, 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 the shop operations
 - To use creativity and innovative thinking in relation to all visual merchandising and presentation throughout the shop, windows and social media posts
 - Ensure that there is a consistent approach to product standards including pricing, steaming, replenishment, sizing, hanging etc

TEAMWORK

- Contribute to and encourage a positive working environment
- 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 ensure continuous training & development for the shop team along with on-boarding new starters and volunteers throughout their probationary period and supporting them with their future aspirations or goals (specific to the individuals)



COMMUNICATION

- 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
- Attendance at meetings and training sessions as and when required (for personal development or business need)
- 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 and with all team members including handovers, training, volunteer recruitment and emails
- To report (in a professional manner), any sensitive issues in the shop back to the management team and/or Area Manager or Support
- 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 motivate and coach the team to be the best they can be through positive communication
- To embrace the opportunities of all available technology, in order to communicate timely and effectively

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
- To act as the appointed assisting person, responsible for making sensible decisions in relation to all accidents/incidents
- To conduct checks such as risk assessments, audits and workplace hazards etc and report and address accordingly with wider retail teams
- Ensure manual handling guidelines are followed



ADMIN/IT

- To ensure all electrical and equipment within the shop is well maintained and safe to use
- Following risk assessment guidance, act as the appointed assisting person in store, responsible for making sensible decisions in relation to all accidents/incidents

PERSONAL DEVELOPMENT

- To ensure statutory e-learning/training is up to date at all times for all team members
 - To regularly check all work communication methods (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
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- 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 experience • Commercial Awareness • Management & Leadership Experience • Strong numeracy skills • Knowledge of MS office (including Teams) and basic IT <p>Desirable:</p> <ul style="list-style-type: none"> • Cash Handling • Experience / understanding charity retail environment • Experience of working with and managing volunteers • Performance management experience
Skills	<ul style="list-style-type: none"> • Able to motivate and lead a team of staff and volunteers • Able to work independently and as a team member • Prepared to be flexible in respect of tasks and duties • Ability to work under pressure in a fast-paced environment • Effective verbal and written communication skills • Ability to use commercial tools and data to deliver results • Visual merchandising and creative skills • Excellent customer service • Effective time management skills
Personal Attributes	<ul style="list-style-type: none"> • An understanding and empathy for the work of the Hospice • Reliable – timekeeping and attendance • Trustworthy and honest • A Leader by example • Enthusiastic and positive • Organised • Team Player • Values that closely align with those of the hospice