

st michael's hospice

JOB DESCRIPTION

Job Title: Shop Manager

Responsible to: Deputy Head of Retail

Accountable to: Director of Income Generation

1.0 MAIN PURPOSE OF THE ROLE

To manage the day-to-day function of designated St Michael's Hospice shop(s). To meet and exceed sales targets through the development of the shop(s) by high standards of merchandising, promotional activity and exceptional customer service whilst working within set budgets. To actively promote the recruitment of shop volunteers and manage their training and development ensuring all retail hours are covered. To ensure Health and Safety policies and procedures are adhered to.

2.0 PRINCIPAL RESPONSIBILITIES

- 2.1 To be responsible for the day to day operation of designated St Michael's Hospice shop(s), ensuring knowledge of Charity Retail remains current and relevant
- 2.2 To support the Deputy Head of Retail in creation of Shop budgets, exceeding sales targets and ensuring good value for money principles are adhered to on any expenditure within area of responsibility
- 2.3 To regularly update the Deputy Head of Retail on the shops progress and propose action for improvements to generate extra business and income.
- 2.4 To engage with and implement agreed sales promotions and other company initiatives to increase turnover.
- 2.5 To provide effective line management support to the shop volunteers to maximise their full potential, encouraging effective communication, regular team meetings and helping to foster a positive team spirit
- 2.6 To manage shop rota's ensuring allocated shops are kept open within core retail hours
- 2.7 To take responsibility for shop volunteer recruitment, liaising with the Voluntary Services team to ensure proper practices are followed

- 2.8 To ensure a high standard of customer service is provided at all times, identifying the need for, and participating in any associated training for volunteers when required
- 2.9 To ensure a shop wide, consistent approach to stock density and rotation, following any company authorised system
- 2.10 To support the Deputy Head of Retail in Retail activities across the Hospice, participating in campaigns and promotions as required.
- 2.11 To actively participate in the creation of, and adherence to, a pricing structure which offers consistency across all Hospice shops, ensuring that shop volunteers do likewise
- 2.12 To complete daily banking procedures in accordance with St Michael's Hospice Finance policies
- 2.13 To provide Gift Aid expertise, maximising new sign ups and ensuring absolute compliance with Gift Aid systems and the safe storage of data in line with current data protection standards
- 2.14 To maintain high standards of housekeeping, in line with organisational COSHH policy and practice
- 2.15 To act as main key holder for allocated shops and delegate key holding to volunteers within procedural guidelines.
- 2.16 To undertake all weekly and monthly health and safety checks within allocated shops, including Fire Alarm, Intruder Alarms, Door-Guards and Emergency Lighting. To keep accurate records of all testing and report any issues or concerns to the Estates, Facilities & Safety Manager.
- 2.17 To ensure all donations donated to the shops are sorted, considering stock rotation between shops, e-commerce and recycling
- 2.18 To ensure the effective ordering and returning of stock, working closely with the Warehouse team to ensure clarity of orders
- 2.19 To create inspirational and attractive window displays, encouraging customers into the Shop, where possible, following the Hospice events calendar for display inspiration
- 2.20 To actively promote the sale of St Michael's Hospice scratch cards in each allocated shop, offering encouragement to all volunteers to do the same
- 2.21 To be part of an on-call rota for retail properties and to provide shop manager cover at other locations as directed by the Deputy Head of Retail.
- 2.22 To promote the work of St Michael's Hospice and carry out any other duties required by the Head of Retail or their nominated officers.

3.0 ADDITIONAL RESPONSIBILITIES

- 3.1 To carry out duties with full regard to the Company's Equalities and Diversity Policies.
- 3.2 To act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 3.3 To ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 3.4 To carry out any other duties, within an appropriate level of responsibilities as required.
- 3.5 To undertake flexible hours as and when the need arises
- 3.6 To ensure confidentiality at all times
- 3.7 To support and participate in the fundraising activities of the hospice wherever possible.
- 3.8 To be an ambassador for the Hospice.
- 3.9 To ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 3.10 To promote, at all levels, the Company's vision, values and strategic objectives.
- 3.11 To hold DBS and Occupational Health clearances appropriate to the role. Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

PERSON SPECIFICATION

Post Title:	Shop Manager
Department:	Retail

	Essential Criteria	Desirable Criteria
Education/ qualifications	<p>Good level of secondary education including, English and Maths</p> <p>Willingness to undertake IOSH working safely course</p>	A retail qualification
Work background and experience	<p>Retail Management experience</p> <p>Experience of achieving sales targets and increasing shop profits</p> <p>Experience of charity retailing gift aid scheme</p> <p>Experience of staff management, training and development</p>	<p>Charity retailing experience</p> <p>Experience of charity retailing gift aid scheme</p> <p>Experience of working with volunteers</p> <p>Experience of working with vulnerable adults</p>
Skills/Ability/ Knowledge	<p>Computer literate – strong knowledge and understanding of Word, Outlook and Excel</p> <p>Financial appreciation</p> <p>Awareness of Health and Safety legislation</p>	<p>Use of databases</p> <p>Knowledge of the Code of Charity Retailing</p>
Personal qualities and other requirements	<p>Excellent communicator – both verbal and written</p> <p>Creative and flexible in approach</p> <p>Able to manage and work with a large team</p> <p>Self motivated and have a positive attitude</p> <p>High standards of customer care</p> <p>Excellent Retail skills</p>	Knowledge of EPOS

	<p>Car driver and owner or ability to demonstrate how you will meet the travel requirements of the post</p> <p>Physical efforts To be able to move stock between floors using correct moving and handling principles.</p> <p>Mental efforts Able to cope with changing demands and periods of concentration. Able to accept that someone associated with the Hospice or recently bereaved might be upset and require understanding and support.</p>	
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