

## AGREED JOB DESCRIPTION

<b>Job Title:</b>	Shop Manager
<b>Line Manager:</b>	Area Manager
<b>Professionally Accountable to:</b>	Retail Director
<b>Location:</b>	Various
<b>Hours of Work:</b>	Various including Saturdays and Bank Holidays (on a rota basis)

### Job Purpose:

- To be responsible for the day to day management of the charity shop including staff, volunteers, stock management, merchandising, health and safety and financial procedures.
- To develop and maintain excellent relationships with both customers and donors
- To achieve sales and profit targets, by maximising sales and controlling direct shop expenses.
- To provide high quality recruitment, induction, line management and training to assistant shop managers and volunteers.
- To work as a supportive team player and as an ambassador for the Hospice working cohesively with hospice staff and volunteers to positively promote the charity at any available opportunity.
- To maintain good relations with the shop, hub and distribution/logistics staff

### Responsibilities:

#### Leadership

- To recruit, induct, train, lead, develop and appraise the assistant shops managers and volunteer team linked to agreed shop standards, policies and relevant legislation. Throughout this process you will encourage effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings.
- To complete annual performance reviews, including the setting of targets for paid shop staff within agreed timescales. Conduct regularly one to one review meetings with staff carrying out disciplinary procedures necessary.
- To ensure all staff and volunteers consistently exceed customer expectations.
- To take day to day responsibility for managing and delegating work to volunteers, providing adequate supervision to ensure satisfactory performance, whilst creating an organised and pleasant environment.
- To continuously ensure that the level of volunteers is sufficient to operate an effective charity shop, being proactive within the community to recruit new supporters, as and when necessary.
- To actively support and promote all organisation initiatives/campaigns to promote awareness of the charity.

- To develop and maintain an in depth knowledge of Weston Hospicecare, its aims and objectives, service, culture and funding requirements. To endeavour to strengthen and promote the Weston Hospicecare brand.
- To embrace the change and development of new technology in the shop, encouraging volunteers to attend up skilling sessions, where available.

### **Shop Management**

- To ensure that the shop complies with all relevant legal requirements, including trading standards, health and safety and COSHH.
- To ensure that security procedures are understood and implemented by all members of your teams and volunteers.
- To monitor building structure and appliances and alert the retail administration office of any potential problems/non-compliance.
- To be responsible for achieving shop sales and profit within agreed targets.
- To achieve shop Gift Aid target and required donor sign up, repeat donations and conversion rates inline with shop target and HMRC process requirements.
- To keep spend within agreed budgets.
- To notify the Area Manager in the event of suspected theft or dishonesty by any member of staff.
- Manage the sale and administration of any brought in (i.e. New Goods) ensuring that stock counts are undertaken accurately and to deadlines as set by the retail administration office.
- To keep abreast of local competitor activity, liaising with Area Manager to initiate marketing campaigns and promotions, ensuring that the shop is competing effectively.
- To control the receipt, sorting, steaming, preparing and pricing of donated items for sale to ensure the highest possible flow of goods to shop floor, display and resale value of donated stock.
- To control stock density and rotation on a daily basis to ensure that no stock remains on the shop floor outside of set guidelines

### **Administration and Banking**

- To ensure that all shop equipment is kept in good working order, informing retail administration of any necessary repairs and maintenance.
- To ensure all relevant administration is completed within the agreed timescales.
- To ensure all financial management, cash handling, daily banking and security procedures are followed.
- To ensure that appropriate HR Policies and Procedures are adhered to in compliance with the relevant employment legislation and shop employment policies and procedures, seeking guidance from Area Manager or HR.

### **Customer Service**

- To ensure high levels of customer service are maintained, leading by example to the volunteer team.
- To provide excellent customer care through quality of service, dealing with complaints both efficiently and effectively in a timely manner.
- To work with volunteers and the local community to cultivate external relationships.
- To ensure trading hours are strictly adhered to and the shop is adequately manned at all times, setting and maintaining rotas, forwarded to the retail administration team monthly.

- To adhere to trading standards regulations in the shop and ensure all volunteers are aware of them and comply.
- To be pro-active in the generation of donated stock, processing any donated stock to the agreed timescale and standards, minimising stock loss.
- To ensure that the shop window presentation standards are met including the rotation of goods, window displays and promotional activities.
- To ensure that the appropriate standards of cleanliness are maintained throughout the shop including shop floor, stock processing areas, office and communal areas.

### **Communication and Relationships**

- To ensure appropriate communication with shop staff and other Hospice staff and keep them informed of all retail and Hospice matters.
- To work as part of the operational team under the guidance of the Retail Director
- To participate in shop manager forums as required and to share practice, receive briefings and network
- To build and develop positive internal and external relationships to ensure maximum income
- To be part of the Retail Management Team and contribute ideas and suggestions to the retail strategy
- To have clear communication lines between the hub and distribution/logistics staff and other departments within the Hospice
- To deal sensitively with confidential information while understanding and adhering to Weston Hospicecare policies.

### **Health, Safety and Security**

- To maintain a safe working environment for all customers, staff and volunteers, ensuring that the Health & Safety policy and procedures are understood and implemented by all members of your team and visitors.
- To assume full responsibility for health, safety and security matters in respect of the premises, staff and stock.
- To be responsible for testing fire alarms, emergency lighting and carrying out regular fire practices in the shop, maintaining a log for audit by Area Manager.
- To carry out any daily, weekly, monthly and quarterly Health and safety inspection reports, notifying any potential problems or issues to the relevant person.
- To ensure manual handling guidelines are followed
- To ensure all security procedures and processes are followed, to be a named key holder and assume key holder responsibilities.
- To ensure all electrical and other equipment within the shop is well maintained and safe to use.

### **General**

- To provide management cover in other shops if required and as far as is reasonable.
- To participate in fundraising events and promotions as appropriate.
- To be adaptable and flexible to the changing needs of retail
- To embrace and utilise all technology and systems available to ensure timely and accurate reporting and responses.
- To take an interest in all the activities of the Hospice and support its missions statements, purpose and values, both internally and publicly when necessary.

- To deliver Weston Hospicecare policy and standards including legislative compliance.
- To liaise and work with other departments in order to run the business effectively.
- To uphold the reputation of Weston Hospicecare, maintaining an awareness of the organisation's priorities.
- To undertake any other relevant duties within the overall scope of this post as may be required by the Retail Director.
- To report to your line manager any hazards or accidents that may occur within your working environment and ensure compliance with the terms of Health and Safety at Work Act and Weston Hospicecare policy.

### **Professional Responsibilities**

- To maintain confidentiality.
- To work within the policies and guidelines of Weston Hospicecare.
- To be familiar with fire, emergency and safety regulations, ensuring attendance at statutory updates.
- To maintain good working relationships with all members of the hospice staff and volunteers.
- Undertake any in-service training in line with Weston Hospicecare's policy.

### **Educational Responsibilities**

- To participate in the orientation and development of new staff members and volunteers.
- To keep up to date with current practice and legislation.
- To maintain and extend personal knowledge and expertise in all aspects of the role and to share information.
- To attend all statutory and mandatory training as required.

### **Health and Safety**

Under the provision of the Health and Safety at Work Act 1974, it is the duty of every employee: To take reasonable care of themselves and others at work.

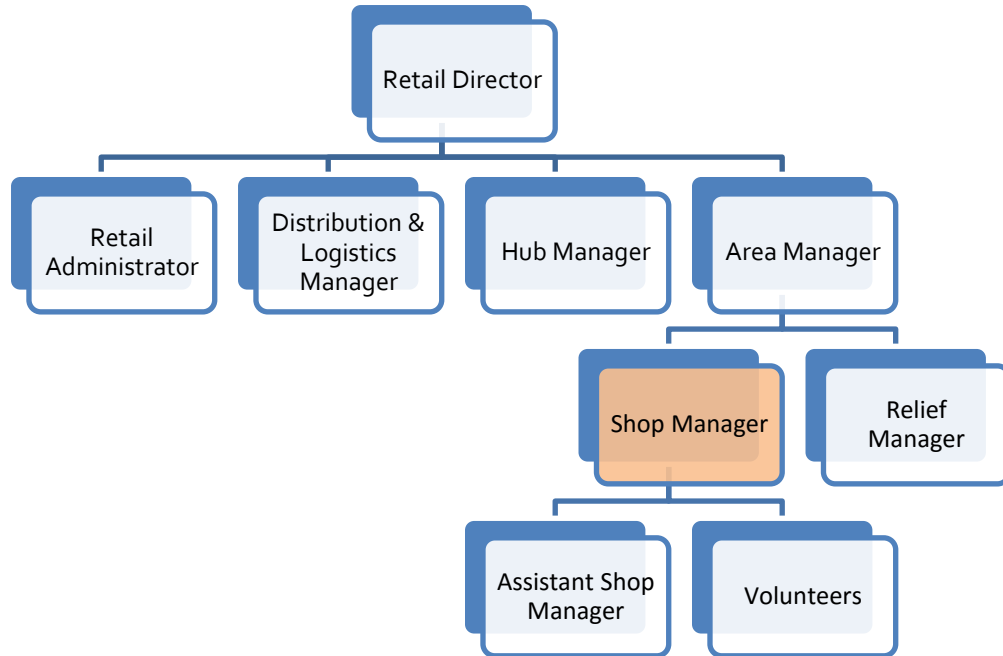
To co-operate with the hospice as far as is necessary to enable them to carry out their legal duty. Not to intentionally or recklessly interfere with anything provided, including personal, protective equipment for health and safety or welfare at work.

### **Scope of Job Description**

This job description reflects the immediate requirements and objectives of this 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 postholder.

This job description is subject to periodic review and amendment.

Organisational Chart:



## PERSON SPECIFICATION

<b>Shop Manager</b>		
<b>Criteria</b>		<b>How Evidenced &amp; Assessed</b>
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>▪ Good standard of numeracy and literacy commensurate with GCSE Grade c or above in Maths and English</li> <li>▪ NVQ Level 2 in Customer Service or equivalent experience</li> </ul>	E	A
	E	A
<b>Knowledge, Skills and Experience</b>		
<ul style="list-style-type: none"> <li>▪ Experience in a retail environment</li> <li>▪ Experience of line management or supervision to manage, delegate, motivate and improve the performance of staff to achieve targets</li> <li>▪ Preparing and managing rotas and allocating work</li> <li>▪ Experience of Health &amp; Safety and fire provisions in a retail environment</li> <li>▪ Knowledge of Gift Aid, or demonstrable willingness to learn</li> <li>▪ Demonstrate a full understanding of what is meant by exemplary customer service and evidence of delivering this consistently</li> <li>▪ Working knowledge of Microsoft Office products including Word and Excel</li> <li>▪ Ability to complete administrative paperwork</li> <li>▪ Experience in the charity shop environment</li> <li>▪ Experience of working with and managing volunteers</li> <li>▪ Familiarity with EPOS till system</li> <li>▪ Be commercially aware of the High Street and have a keen interest in/knowledge of the latest fashion/trends in retailing</li> </ul>	E	A/I
	E	A/I
	E	A/I
	E	A/I
	E	A/I
	E	I
	E	A/I
	E	A/I
	D	A/I
	D	A/I
	D	A/I
	D	I
<b>Communication and people skills</b>		
<ul style="list-style-type: none"> <li>▪ Confident and effective verbal and written skills</li> <li>▪ Team working skills</li> <li>▪ Ability to empathise with people in challenging emotional situations</li> <li>▪ Experience of equality and diversity</li> <li>▪ Experience of recognising and valuing the contribution of others</li> <li>▪ Experience of taking responsibility for own and team decisions and actions</li> <li>▪ Highly collaborative and team-focussed</li> </ul>	E	I
	E	I
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<b>Organisational Skills</b>		
<ul style="list-style-type: none"> <li>▪ Excellent organisational and time management skills</li> <li>▪ Ability to work on own initiative</li> <li>▪ Well organised, with the ability to prioritise immediate tasks</li> </ul>	E	A/I
	E	A/I
	E	A/I
<b>Other Requirements</b>		
<ul style="list-style-type: none"> <li>▪ Recognise the implication of working within a charity</li> <li>▪ Flexibility and open mindedness</li> <li>▪ Personal resilience and the ability to respond to change</li> <li>▪ Passionate with a 'can do' attitude</li> </ul>	E	I
	E	I
	E	I
	E	I

**Key: E = Essential                      D = Desirable**  
**A = Application Form                I = Interview**