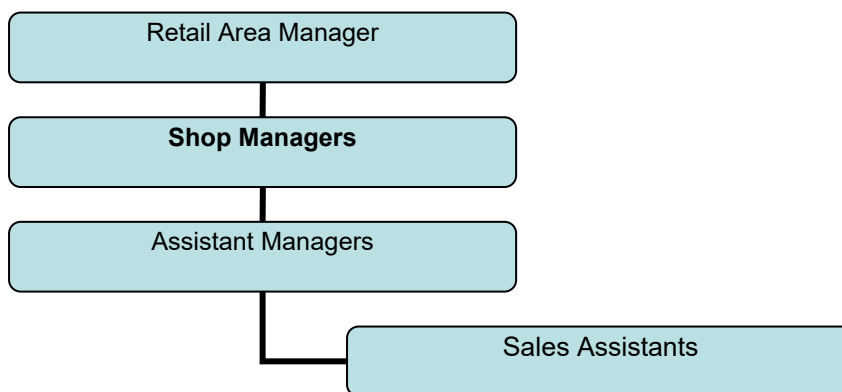




JOB DESCRIPTION

Job Title **Shop Manager**

Responsible to **Retail Area Manager**



Job purpose

To develop the full sales and profit potential from the shop. To enhance the St Barnabas and Chestnut Tree House Hospices' profile within the community.

People you will be working with

Retail Team, Retail Office Staff, Van Drivers, Other Retail Shop Management, Retail Marketing, Shop Volunteers, All Hospice staff and Volunteers

Donors, General Public and Contractors

Vision

Anyone facing life-limiting illness should receive the care and support they deserve

Mission

St Barnabas and Chestnut Tree House hospices seek to achieve dignity, comfort and choice for adults and children facing life-limiting illnesses through specialised supportive care

Values



Place children and adults, their families and carers at the heart of all we do

We care passionately about the difference we make

We have the courage to aspire to deliver excellence in all we do

We listen, connect with and understand the needs of the people we support and work with and ensure we respect their choices

We are inclusive and treat everybody with compassion, care, dignity and respect

We work as a team to motivate, encourage and support each other

We are ambitious, brave, and innovative and continually strive to improve our knowledge and skills

Principal duties and responsibilities

Management

- maximise the revenue from the shop, through sales from donated and new goods
- ensure the team delivers high standards of customer service
- manage the shop in line with budgeted targets and retail KPIs and monitor the shop's performance against those targets
- initiate and implement sales promotions, stock generation activities and income from new goods
- establish and encourage a safe environment that embraces new ideas and creativity
- achieve the highest standards of merchandising and shop layout

Staff Management

- Help to recruit and retain great staff and volunteers and to help them reach their full potential through training and personal development
- Be responsible for the welfare of the staff and volunteers and for maintaining a good team morale and motivation.

Shop Operations

- Ensure the shop operates in line with retail policies and procedures
- Ensure that all statutory regulations are met with regard to Health & Safety, trading standards, and employment legislation.
- Assist and, on occasion, run other shops as required

Person Specification

Essential

- Good standard of general education to GCSE level in Maths and English or equivalent and/or qualified by experience
- Proven leadership experience
- Previous retail experience in either in the charity, fashion or hospitality sectors
- Retail management experience with budget accountability
- Sales and customer service orientated
- Numerate with the ability to interpret and produce financial data / reports
- Able to successfully manage high volume and varied workloads with little supervision
- Good organisational skills with the ability to manage tasks simultaneously
- A self-motivated person with the ability to work on own initiative
- Able to communicate confidently with a wide range of people and with sensitivity
- Commitment to positively promoting the Hospices and our work
- Well-developed interpersonal skills with the ability to motivate and influence individuals
- Able to assess situations and defuse conflict situations positively and tactfully
- Basic knowledge of Health and Safety in a retail setting and manual handling

Desirable

- Experience of working with and managing volunteers

- Training experience
- Marketing and Communications and/or Visual Merchandising experience
- Experience in the fashion retail sector
- Experience working with volunteers or as a volunteer preferred / not for profit sector
- Results and targets orientated, with business acumen
- Computer literacy
- Trading Standards knowledge
- Local geographical knowledge
- Awareness of collectables / antiques/fashion labels

Physical Demands

The job has unpredictable physical demands as it involves dealing with unknown donations and awkward loads. Physically demanding, the role involves standing, bending, lifting, walking and it may involve moving stock up and down stairs or from exterior premises.

Personal grief resolved sufficiently to perform and cope in an environment that has potential exposure to bereavement concerns

Other Duties

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

Volunteer Assistant

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

Confidentiality

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

Data Protection

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

Safeguarding

All staff and volunteers are required to be aware of and adhere to St Barnabas Hospices' safeguarding policies and attend the appropriate training as and when necessary.

Job description

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.