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**Shop Manager**

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| Job Title: | Shop Manager |
| Department: | Trading |
| Location: | Flexibility to cover other stores/shops within the Trading Estate as required |
| Responsible For: | Maximising sales and profit from donations, whilst managing and developing a workforce of volunteers. |
| Salary: | £25,616.00 |

Responsibilities

**JOB DESCRIPTION**

| Job Summary |
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Manage and co-ordinate the daily retail activities of the shop. This includes, managing a team of volunteers, delivering high customer service, maximising sales and profitability, adhering to health and safety and relevant policy and procedures.

Enhance the Hospice’s profile and reputation within the community with safe, welcoming premises, good customer relations, promotion of fundraising activities and interaction with local businesses.

| Main Duties and Responsibilities |
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| Duties include:  Optimising sales and profit:   * Maximise the sales of donated goods to produce the highest level of profit * Achieve and exceed sales and profit targets * Manage all shop costs as applicable * Promote Gift Aid in the shop and encourage sign ups through development and training of staff and volunteers * Manage cash reconciliation, expenses, banking and petty cash adhering to financial policies at all times   Effective stock management and merchandising:   * Ensure attractive design and layout with inventive, merchandising all being standard practice consistently applied across the shop * Implement and manage effective stock rotation within the shop to maximise sales * Manage seasonal changes, culling, waste etc. including stock rotation across other shops to maximise sales * Utilise space management to optimise sales of all goods * Manage and monitor the sorting, cleaning, preparation and pricing of stock * Ensure that stock meets Trading Standards Compliance including electrical goods and furniture fire labels * Manage training of staff and volunteers on manual handling and ensure the correct procedures are followed * Manage and assist with the planning of window displays, promoting hospice events and activities   People Management:   * Ensure consistently high standards of customer service are achieved in the shop and in all Hospice shops as applicable * Develop staff and volunteers in the most efficient methods of dealing with donations and deliveries of stock in store * Motivate and inspire volunteers to be committed, high performing and reflect the vision and values of St Catherine`s hospice at all times * Ensure verbal communication within the store team is consistent and written communication is easily accessible. Use of the communication & development planner is visible * Manage the recruitment, induction, training, and development of volunteers * Supervise and co-ordinate the volunteers work, including cover and absence management   Security & H&S:   * Maintain the security of the shop and the stock * Ensure that all volunteers are aware and comply with hospice policies and procedures including health & safety, code of conduct and legislative requirements. * Manage, report and take appropriate action in the event of incidents, accidents or near misses occurring on the premises or involving any volunteers whilst off site in the course of their duties * Undertake regular Risk Assessments and Audits as required * Take responsibility for testing fire alarms, emergency lighting and intruder system   General:   * Actively participate in annual performance reviews * Actively participate in education and training relevant to the role * Undertake internal or external events to raise funds and awareness of the Hospice * Manage and develop relationships within the local community by liaising with local businesses, e-commerce, volunteer agencies, churches, schools and further education groups etc * 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 * To participate in hospice and trading events outside normal working hours |

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# VOLUNTEERS

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.

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**PERSON SPECIFICATION**

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| ESSENTIAL | DESIRABLE |
| **Qualifications** | |
| * Educated to GCSE level (including Maths and English) or equivalent |  |
| **Relevant Experience** | |
| * Experience in retail management * Cash handling / reconciliation experience | * Retail experience in a charity environment * Gift Aid experience * Experience of working with volunteers * Training and development experience |
| **Key Skills & Abilities** | |
| * Good interpersonal, influencing and communication skills with the ability to initiate, develop and maintain strong relationships * Able to communicate confidently with a range of people with sensitivity and defuse conflict situations positively * Good written and verbal communications skills with the ability to give written and verbal instructions effectively * Able to interact and collaborate effectively to support colleagues and other departments * A team player with the ability to work on own initiative * Ability to produce and interpret sales data * Good organisational skills with the ability to manage tasks simultaneously * Sales and customer service orientated with a keen interest in fashion clothing * Strong IT skills with the ability to train team members on basic retail systems i.e EPOS |  |
| **Other**   * Sufficient personal resources to work effectively in a palliative care setting * Commitment to personal and professional development * An understanding of and demonstrable commitment to the Hospice’s Values as a framework for decisions, actions and behaviours. * Understanding and commitment to the aims of Equality, Diversity and Inclusion * Appreciation of confidentiality * Flexible and proactive working approach * Ability to work weekends and bank holidays as required * Full clean driving licence and access to a vehicle is required | |

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