

PEACE HOSPICE CARE

Job Description

RETAIL MANAGER

Job Title	Retail Manager	
Hours per week	Full-time: 37.5 hours per week <u>or</u> Part-time Job Share: 18.75 hours per week Full time and Part time roles include working some Saturdays	
Department/Location	Peace Hospice Care Shop	
Pay Band	Non clinical band B level D	
Reporting to	Senior Retail Manager (SRM)	
Number of staff managed	<i>Direct reports:</i> A team of volunteers	<i>Managed through others:</i> None

The Retail Manager works in one shop within a cluster, although may support across other shops if operational need arises.

Job Summary

- To manage all day-to-day charity shop activities to ensure the smooth and successful running of the shop in line with Key Performance Indicators and strategy set by SRM (55%)
- To train and motivate volunteers and, with the SRM, ensure sufficient staff for the shop to operate over 6 days (35%)
- To carry out all day-to-day administrative functions in the shop, liaising with the SRM and Head Office where necessary (10%)

KEY TASKS: - Some tasks may be delegated but the post holder remains responsible for ensuring that they are carried out satisfactorily.

Duties and Responsibilities

Day to day running of Shop

- Assist the management in achieving sales targets, controlling costs and maximising income through the shop in line with targets set by senior retail manager.
- Demonstrate the Hospice values in all dealings with staff, customers and donors and provide exceptional customer service so that customers feel valued and thanked.
- Carry out all instructions from Head Office and ensure that information from Head Office, the Retail Operations Manager and Senior Retail Manager is communicated to all volunteers in an appropriate and timely manner.
- To encourage all donors to sign up for Gift Aid and follow Gift Aid procedures as set by the Senior Retail Manager.
- To maintain a sufficient quantity and quality of donated stock, ensuring that it is rotated on a fortnightly basis, informing SRM where there is insufficient stock.
- Minimise stock loss of new goods through effective administration procedures, including helping with the quarterly stock take.

- Monitor and check security of stock and cash on the shop floor and stock room and report any shortfall to the SRM.
- Handle, sort and process all stock and deliveries and maintain the determined shop floor stock levels.
- To follow charity stock pricing policy using the online facility to aid accurate pricing for donated goods.
- To ensure that the shop front and window displays are of the highest quality and changed regularly.
- Ensure standards of cleanliness are maintained and that the shop is attractive, organised and inviting to customers.
- To ensure the satisfactory completion of all operational procedures including the daily till audit, cash handling, banking processes and volunteer database maintenance ensuring that all records and administrative paperwork are completed and delivered on time.
- Ensure that Peace Hospice Care security procedures and policies are correctly followed at all times.
- To register with the police as a key holder and ensure the security of the shop.
- Comply with Peace Hospice Care Health and Safety policies and instructions.
- Ensure manual handling guidelines are followed.

Administration

- To ensure the satisfactory completion of all operational procedures including the daily till audit, cash handling, banking processes and volunteer database maintenance ensuring that all records and administrative paperwork are completed and delivered on time.

People Management

- To be responsible for the induction, management and development of volunteers in the shop to ensure that they feel valued, motivated, happy and supported. To inform SRM where new volunteers are required and drive volunteer recruitment.
- To inform and assist the SRM in maintaining the working rota and to update weekly to ensure adequate cover.
- To support the volunteers to undertake the operational duties in the shops.
- On work days in shop keep the shop adequately staffed (including good management of lunch breaks), ensuring shop is open during agreed trading hours and reporting any issues to the SRM in a timely manner.
- Hold regular monthly meetings for volunteers and empower and support them to undertake the operational duties in the shop.
- Ensure volunteers are supported to sign on to Better Impact database, record shifts & hours worked to inform volunteer management and resourcing; and to help draft volunteer roles where needed.

Other

- Keep up-to-date with Peace Hospice Care wider activities, engaging and supporting with fundraising activities.

- Be willing to travel to meetings and training sessions as required, and participate fully.
- Act, at all times, as a positive ambassador for the Hospice in line with Peace Hospice Care values.
- Be willing to work additional hours and to perform additional duties as and when required.
- To undertake any other reasonable duties as required by the Senior Retail Manager, including working at different locations if deemed necessary.

General Responsibilities

- To demonstrate Peace Hospice Care’s Values at all times, in all interactions with managers, colleagues, staff, volunteers, customers, donors and members of the general public.
- Maintain confidentiality with regard to all discussions and activities undertaken on behalf of Peace Hospice Care.
- Be aware of the procedure to follow in the event of fire and other emergencies.
- To report to your line manager any hazards or accidents that may occur in your working environment and ensure compliance with the terms of the Health & Safety at Work Act.
- Ensure that all equipment used by you in the course of your duties is used appropriately, and any faults or breakages are reported immediately.
- Participate in the ongoing system of Appraisal. Ensure e-Learning is kept up to date for self and others.
- To undertake any other reasonable duties as required.

Education

- Participate in appropriate internal and external educational programmes.
- Demonstrate on-going personal and professional development in accordance with own Appraisal.

General

Peace Hospice Care is committed to Equal Opportunities for all current and potential members of staff and patients. Therefore, the Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

This job description may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder. The post holder should be prepared to undertake any further duties that arise as the post develops. All members of Retail staff may at times be required to work in other parts of the Hospice, commensurate with the roles and responsibilities laid out in this job description.

Signed (Employer)		Signed (Employee)	
Date		Date	

PERSON SPECIFICATION - RETAIL MANAGER

Each element of the specification should be assessed as follows:
 A = Application Form; I = Interview; T= Test; R = Records

QUALIFICATIONS <i>Appropriate professional, educational requirements</i>	ESSENTIAL/ DESIRABLE	ASSESSED
Retail background	D	A
Managerial background	D	A
Charity shop background	D	A

EXPERIENCE <i>Appropriate experience in order to carry out the role</i>	ESSENTIAL/ DESIRABLE	ASSESSED
Significant retail experience	D	A; I
Experience of working with a diverse team of people	D	A; I
Good communication skills	E	A; I
Experience of working with financial targets	E	A; I

SKILLS AND KNOWLEDGE <i>Specific post related skills and abilities</i>	ESSENTIAL/ DESIRABLE	ASSESSED
People management skills	E	A; I; R
Display/window dressing	D	A; I
Flexible attitude and adaptable to change	E	A; I
Good time management and prioritisation skills	E	A; I; R
Ability to work effectively under pressure	E	A; I; R
Ability to effectively organise and plan	E	A; I
Experience of dealing with money	E	A; I
Good verbal, numeric and written communication skills	E	A; I
Able to work on own and as a team player	E	A; I; R
Good IT skills (including MS Office and email)	D	A; T

PERSONAL QUALITIES	ESSENTIAL/ DESIRABLE	ASSESSED
Able to use own initiative	E	I
Self-motivated	E	I
Strong interpersonal skills	E	I

CIRCUMSTANCES <i>Location, mobility etc</i>	ESSENTIAL/ DESIRABLE	ASSESSED
Ability to work flexibly, including working some Saturdays.	E	A; I
Prepared to move around area and work at different locations if necessary	E	A; I; R

ATTITUDES AND VALUES	ESSENTIAL/ DESIRABLE	ASSESSED
A commitment to the vision, values and objectives of Peace Hospice Care	E	I
Understanding and commitment to the Hospice's Equal Opportunities policy	E	I

