



Hospice Shop

JOB DESCRIPTION

JOB TITLE:	DEPUTY SHOP MANAGER
REPORTING TO:	SHOP MANAGER
RESPONSIBLE FOR:	Volunteers
MAIN PURPOSE:	<p>To raise funds and the profile of St Giles Hospice by maximizing sales, managing staff and volunteers and controlling expenses thus ensuring the efficient and effective operation of the shop with high standards of presentation and customer service.</p> <p>Empathy towards the Hospice movement and an understanding of the value and quality of the service provided by St. Giles is implicit.</p>

MAIN DUTIES AND RESPONSIBILITIES

Through liaison with Shop Manager be fully conversant with the following duties and responsibilities of the Manager and to deputise in their absence.

Trading

- To achieve turnover targets for the shop.
- To maximise the potential from the Gift aid scheme by ensuring that eligible customers are informed.

Human Resources

- To organise the day to day smooth running of the shop by ensuring adequate staff and volunteer coverage at all times
- To recruit and train new volunteers and when appropriate staff
- To lead and motivate staff and volunteers and continue their ongoing development in the absence of the Manager
- To maintain good communication between themselves and the manager to ensure handover is carried out on progress and updates.

Customer Service

- Ensure a consistently high level of customer service is delivered by all staff and volunteers.
- Ensure that all customers are dealt with in a polite, professional and effective manner.
- Deal with customer enquiries effectively directing customers to other departments if appropriate.

Stock

- To maintain the agreed and acceptable quality and quantity of merchandise in the shop in accordance with legal regulations applicable to the sale of second hand goods.
- To organise the sorting, grading, ticketing and pricing of all merchandise.
- To monitor the stock, display and sales of bought goods in accordance with current procedures in the absence of the Manager.
- To ensure the highest standards of presentation and display in the shop and window at all times.

Systems

- To minimise shop theft, controllable costs and shrinkage at all times.
- To ensure operational systems and procedures are adhered to and are carried out effectively and efficiently in line with the Shop Operation and Procedures Manual.
- To ensure health and safety standards are maintained on and off the shop floor at all times.
- To ensure all areas of the premises are kept clean and tidy at all times.

Miscellaneous

- Ensure all activities maintain the desired image of St Giles Hospice and St Giles Hospice Shops.
- To take responsibility for own personal development within the position by means of on and off the job training. Mandatory training will be given.
- To be aware of current trends in the field of charity shops and retailing generally.
- To undertake any reasonable requests in the interest of the continued development of the St Giles Hospice Shops and the Hospice.
- To take responsibility for the keys for the shop.

Person Specification (A=Application form I=Interview)

		Essential/Desirable	
Qualifications	<ul style="list-style-type: none"> • Educated to 'O' Level / GCSE (or equivalent) standard in English and Maths or able to demonstrate competence in these areas. 	E	A
	<ul style="list-style-type: none"> • NVQ level 2 in Retail or Customer Service or evidence of similar training. 	D	A
Skills	<ul style="list-style-type: none"> • Computer Literate – email, internet research, data input, Microsoft, Word, Excel, Outlook or similar. 	E	A
	<ul style="list-style-type: none"> • Able to demonstrate Customer Service skills. 	E	A
	<ul style="list-style-type: none"> • The ability to make commercial decisions. 	E	I
Knowledge / Experience	<ul style="list-style-type: none"> • Knowledge of Charity Retailing and the Hospice movement. 	D	A
	<ul style="list-style-type: none"> • Experience of working with Volunteers. 	D	A
	<ul style="list-style-type: none"> • Experience of retail management or similar front facing customer service role. 	D	A
	<ul style="list-style-type: none"> • Practical experience of recruiting and developing a retail team. 	D	I
Attributes	<ul style="list-style-type: none"> • Able to cover additional hours for Shop Managers holiday and sickness. 	E	I
	<ul style="list-style-type: none"> • Target driven. 	E	I

	<ul style="list-style-type: none"> • The ability to converse with a diverse range of people at all levels. • The ability to remain calm when dealing with difficult interpersonal situations. • Able to handle demanding physical work. 	E E E	
--	--	-------------	-----------

Terms and Conditions of Employment

Scale of Pay: £ per hour (circa £ per annum)

Tenure: Part-time, working XX hours per week (will be required to do additional hours to cover leave and undertake mandatory training)

Holiday Entitlement: 20 days plus (rising to 22 days with service) 8 statutory days and 2 closure days (all pro rata)

This post is subject to a Disclosure and Barring Service check and a six month probationary period.