



Hospice Shop

JOB DESCRIPTION

JOB TITLE:	SHOP MANAGER
REPORTING TO:	AREA MANAGER
RESPONSIBLE FOR:	Deputy Managers and Volunteers
MAIN PURPOSE:	<p>To raise funds and the profile of St Giles Hospice by maximising 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

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 ensure their ongoing development and review of performance.
- To line manage Deputies ensuring they have the necessary competence to undertake their role.
- To maintain appropriate standards of behaviour and performance in their shop.

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 ensure stock is rotated to the agreed schedule as agreed with the Area Manager.
- To monitor the stock, display and sales of bought goods in accordance with current procedures.
- 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 Health and Safety records are kept in accordance with company policy.
- 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 provide other location shop cover as & when required.
- 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	• Educated to 'O' Level / GCSE (or equivalent) standard in English and Maths or able to demonstrate competence in these areas.	E	A
	• NVQ level 2 in Retail or Customer Service or evidence of similar training.	E	A
Skills	• Computer Literate – email, internet research, data input, Microsoft, Word, Excel, Outlook or similar.	E	A
	• Team leadership	E	A
	• The ability to make commercial decisions.	E	I
	• Able to demonstrate Customer Service skills.	E	I
Knowledge / Experience	• Experience of retail management.	E	A
	• Knowledge of Charity Retailing and the Hospice movement.	D	A
	• Practical experience of recruiting and developing a retail team.	E	I
	• Experience of conducting appraisals, reviews and training.	E	A
	• Practical experience of developing individuals to ensure company standards are maintained.	E	I
	• Working with Volunteers.	D	I
Attributes	• The ability to converse with a diverse range of people at all levels.	E	I
	• The ability to remain calm when dealing with difficult interpersonal situations.	E	I
	• Flexible – able and willing to work all the necessary hours.	E	I
	• Target driven.	E	I
	• Able to handle physically demanding work.	E	I

--	--	--

Terms and Conditions of Employment

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

Tenure: XX hours per week

Holiday Entitlement: 20 days (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.