



Job Description

| | |
|--|-------------------------------|
| Job Title | Community Shop Manager |
| Responsible To | Head of Retail |
| Contracted Hours | |
| Location | |
| Key Responsibilities <ul style="list-style-type: none">• To be responsible for the day to day running of the shop, ensuring set KPI's are met and to achieve overall business objectives, including profit targets by maximising sales and minimising costs• Present a positive and professional image to customers, staff and volunteers always, being an ambassador for Nightingale House Hospice• To be responsible for the effective recruitment, induction, management and development of volunteers in the shop, ensuring the team feel valued, motivated, happy and supported and are united in a common goal to raise as much money as possible for Nightingale House Hospice• To ensure that the shop is open for its set trading times, as agreed with the Head of Retail• To empower volunteers to deliver and maintain exceptional retail standards, including visual merchandising, customer service, stock generation and management, range selection and effective pricing through on-going training and development• To be ultimately responsible for the management of the shop ensuring the organisation's policies, procedures and safeguards are always adhered to• To complete all necessary paperwork and progress reports as specified by the Head of Retail• To maximise returns from the Gift Aid scheme, ensuring it is operated to its full potential, and within HMRC guidelines• To cover other shops occasionally and support Buddy Manager if requested• Work seamlessly across area, department or team boundaries in a collaborative and constructive manner to implement the Nightingale House Hospice retail strategic direction adhering to the Hospice professional code of conduct | |

Duties and Responsibilities

Sales

- To achieve maximum sales and hit/exceed annual target
- To maintain quality to a standard expected by the Hospice
- To provide excellent customer care through quality of service, dealing with complaints efficiently and effectively whilst being an ambassador of the hospice
- To price stock at a consistent level and at a level which will encourage maximum sales and profit – lead by example
- To implement promotions as directed by Head of Retail including POS

Gift Aid

- To maximise returns from the Gift Aid scheme, ensuring it is operated to its full potential, and within HMRC guidelines. This includes:
 - Actively promoting the scheme via the shop and the shop team
 - Completing all mandatory Gift Aid training
 - Ensuring back room processes prioritise Gift Aided goods
 - Keeping the shop team informed and motivated about the scheme
 - Asking every supporter who donates to us if they can sign up to Gift Aid

Shop Appearance

- To maintain a good standard of housekeeping and visual merchandising, in line with the Hospices' Visual Merchandising and back office standards, creating an environment that is pleasant and safe for customers and volunteers
- To departmentalise stock under guidance from the Head of Retail, and to constantly review departmental emphasis to achieve the best results from present stock levels, seasonal, special promotions and general customer demand
- To keep merchandise clearly ticketed and priced in line with Trading Standards guidelines
- In consultation with the Head of Retail, arrange shop fittings to maximise floor capacity

Stock/Donations/Recycling

- To take full and overall responsibility for donated goods
- To ensure that your shop always has adequate stock available for your shop to hit target
- Source donations externally and hold donation campaigns throughout the year as and when required
- Keep donations of valuable items safe until the Head of Retail can assess them
- To ensure the agreed flow of stock from stockroom to shop floor is met and that appropriate stock densities are always maintained
- To rotate stock daily, within agreed time limits and to ensure no item of stock is on the shop floor outside of these guidelines
- To keep stockroom clean and tidy, and the stock in good order – complying with H&S standards
- Exercise necessary control of Bought in Goods – monthly and annual stock takes
- To manage clearance of rubbish, unsaleable clothing (rags) on a regular basis using agreed contractors

Community Marketing

- Positively represent and promote the Hospice in all its dealings with external agencies
- Build and maintain profitable long-term relationships with current and potential donors/supporters in order to grow existing funding streams
- Build on existing fundraising activity, developing new and imaginative fundraising activities locally in order to raise shop profile and hospice awareness
- Support the fundraising team as and when required for events held in your area

Volunteers

- To recruit and train volunteers in line with Hospice policies and procedures.
- To keep the shop adequately manned, including lunch breaks and holidays, ensuring service standards are always maintained
- Ensure tasks are properly delegated to volunteers in accordance with their training and abilities
- Create a happy working environment to increase efficiency/productivity and job satisfaction
- Ensure volunteers have access to training and knowledge to enable them to perform

their jobs efficiently and effectively

- Ensure volunteers are helpful, efficient and courteous when dealing with customer sales and donations in line with Hospice policy
- To maintain proper discipline within the shop, in line with Hospice Policy and challenge under performance

Administration

- To complete all administrative paperwork as required for the post, correctly and promptly – complying with GDPR
- To dispose of any confidential information in line with GDPR
- Be ultimately responsible for cash handling, banking and associated administration, ensuring that all till operations are carried out in accordance with hospice policies and procedures
- Control all shop expenses in line with Hospice policy
- Control and monitor usage of shop consumables through the Head of Retail
- Process all donations in line with Hospice Cash Handling Policy
- To ensure minimum losses of both stock and cash by following bank and till procedures and safeguarding the property always
- To complete all administration to a standard and deadlines that meet the requirements for whom this work is produced

Security/Health and Safety

- Full responsibility for the health and safety of the shop and its volunteers
- Adhering to all the hospice's policies and procedures regarding Health and Safety and Fire Safety
- Ensure volunteers always adhere to the Cash Handling Policy
- Be the designated key holder for the shop, informing the Head of Retail of keyholders' names weekly and ensuring the shop premises are secure when left unattended
- Notify the Head of Retail in the event of a break-in, shop lifting incident, or any other event which may result in an insurance claim
- Notify the Head of Retail in the event of any theft or dishonesty by any volunteer or staff member
- Ensure no unauthorised person can inspect the shop, examine sales or any other records
- Attend all training as and when required

Maintenance

- Ensure that Head of Retail is informed of any repairs or maintenance required at shops
- Ensure all facilities staff have access as required for general repairs and maintenance
- Ensure all health and safety guidelines are met and complied with

General Requirements

This post is subject to the Terms and Conditions of employment of the Hospice as specified in the staff handbook

Competence

You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager / supervisor.

Risk Management

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and guidelines always.

Health and Safety Requirements of the Hospice

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties including attendance at mandatory training updates and also to report any hazardous situations or defective equipment.

Data Protection and Confidentiality

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice's disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

Records Management

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

Flexibility Statement

The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

PERSON SPECIFICATION: Community Shop Manager

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|---|--|--|-------------------------------------|
| QUALIFICATIONS | <ul style="list-style-type: none"> ▪ Good general education including Maths and English | | Application form |
| EXPERIENCE | <ul style="list-style-type: none"> ▪ Retail experience | <ul style="list-style-type: none"> ▪ Experience of working in a Charity environment ▪ 2 years' experience in retail management ▪ Experience of cash handling – i.e. banking | Application form / Interview |
| SKILLS | <ul style="list-style-type: none"> ▪ Strong organisational skills ▪ Ability to communicate effectively with customers, donators and volunteers ▪ Basic IT and numeric skills | <ul style="list-style-type: none"> ▪ Ability to communicate verbally in Welsh | Application form / Interview / Test |
| KNOWLEDGE | | <ul style="list-style-type: none"> ▪ Trading Standards Regulations ▪ Health and Safety Act | Application form / Interview / Test |
| PERSONAL QUALITIES <i>(Demonstrable)</i> | <ul style="list-style-type: none"> ▪ Maintain a high degree of confidentiality ▪ Ability to interact with people from all walks of life ▪ Team Player but also leader ▪ Ability to work in pressured environment | | Application form / Interview |
| OTHER RELEVANT REQUIREMENTS <i>(Please Specify)</i> | <ul style="list-style-type: none"> ▪ Very flexible approach to work and hours ▪ Willingness to attend training events as and when required ▪ Good health attendance record ▪ Fitness to undertake duties of post ▪ Full driving licence | | Application form / Interview |

Job Title: Community Shop Manager

Line Manager: Head of Retail

Location:

Employee's Name

Employee's Signature.....

Reviewed March 2020