

## **ST ANDREW'S HOSPICE** **JOB DESCRIPTION**

**Job title** : Deputy Shop Manager  
**Department** : Retail  
**Reports to / Line Manager** : Shop Manager  
**Pay Range** : B

### **Purpose of Job**

To manage the shop floor and team of volunteers to improve customer service and increase sales

To support the Shop Manager to achieve set objectives and to support in the day to day management of the shop

To ensure compliance with all relevant legislation, for example health and safety, whilst adhering to all hospice policies and procedures

To promote and increase good relationships with the local community in order to enhance the profile and good name of the Hospice

To deliver high standards of merchandising and housekeeping at all times

### **Main responsibilities**

#### **Communication & Management**

- Manage the store in the absence of the Shop Manager
- Drive sales and ensure financial and operational objectives are met
- Actively role model the promotion of the Gift Aid scheme
- Effectively manage and support volunteers
- Communicate with volunteers to ensure they are fully informed about the shop and Hospice activities and maintain a good Team spirit
- Liaise closely with the Shop Manager to develop the business
- To work as a Team to ensure the Hospice maximises profit by selling the right products for the best prices
- Promote customer feedback processes and utilise them to improve service
- Celebrate success
- Positively selling new ideas, systems, policies and procedures so best practice that you see and learn is shared effectively around the group
- Sharing good ideas and Team success within the Retail organisation
- Involving others in decision making, creating a sense of ownership and accountability

## Deputy Shop Manager

### **Financial & Health & Safety**

- To ensure the shop meets its agreed sales objectives
- To ensure self and colleagues demonstrate the appropriate Gift Aid behaviours necessary for an engaging Donor experience
- To ensure all working practices comply with Health & Safety legislation and Hospice policies
- To ensure the shop is open during set trading hours
- To ensure all staff and volunteers work within prescribed policies and procedures
- To monitor and check security of stock and cash on the premises and to report any variances to the Retail Operations Manager
- To be the key holder for the shop out of hours and carry out any emergency procedures
- To ensure the satisfactory completion of daily till audits and banking procedures
- To ensure that all records and administrative paperwork are completed and delivered within set timescales

### **Marketing**

- To actively recruit volunteers from the local area to maintain a full rota
- Raise awareness of the Hospice and its services in the local community
- To implement commercial merchandising and good housekeeping
- Evaluate and record the commercial impact of merchandising decisions
- To ensure the highest standards of customer care and service are demonstrated at all times
- Ensure stock donations are displayed and priced to maximise contribution to the Hospice

### **Additional Requirements**

- The post holder will be a key manager within the Retail organisation, having an overall overview of all aspects of store Retail matters for the Hospice
- To provide relief support for other shops as and when is required by the Retail Operations manager
- To proactively assess own development needs and seek out development opportunities which will enable enhanced contribution to meet the objectives of the store.
- To be mobile and capable of managing their own shop within twelve months of appointment.
- To follow the 'Staff Development and Contribution' process

## **Management of People**

**Direct:** All volunteers within the retail outlet

**Indirect:** Nil

Deputy Shop Manager

### **Contacts & Relationships**

To act as a point of reference for Hospice managers and staff for departmental queries

To liaise with the HR department to ensure compliance with agreed policies and procedures relating to recruitment, induction and support of all volunteers

To continually improve systems of communication within the Hospice, by means of personal contact, written communications and meetings

### **Resources**

Not Applicable

### **Person Specification**

#### **Qualifications**

##### Essential

GCSE grade C or above (or equivalent) in English and Mathematics

Mobile and willing to travel to cover other Retail shops within a defined area

##### Desirable

NVQ level 2 in Retail or equivalent

Full driving licence and access to own vehicle

#### **Knowledge and Skills**

Experience in a Retail management setting including merchandising and display

Possess appropriate professional experience

Health and safety risk management relevant to Retail outlets

To be able to lead and motivate a Team

#### **Qualities**

To excel under pressure whilst remaining calm and organised

To be receptive to change and to act as a change agent.

To maintain excellent rapport with colleagues, donors and volunteers

To demonstrate a calm and logical approach to problem solving.

To consistently demonstrate a dedicated approach to the quality of customer service and Team working

To be flexible and willing to manage designated shops within a defined area to meet the needs of the business

**General**

**To maintain confidentiality at all times.**

**Policies and Procedures** – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

**Other Duties** – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

**Contribution and Development Review** – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

**Mandatory Training** – The post holder must complete and maintain the required level of mandatory training required for the role.

**Equality and Diversity** – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

**Health and Safety** – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

**The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.**

**All staff must be sympathetic to and able to project the philosophy and concept of hospice care**

**The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.**

**St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.**

**An extract from the summary of the Health & Safety at Work Act 1979 stated:-**

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**“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee’s duty to assist and cooperate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.**

**This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.**

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....	.....
Received by.....	.....
Name (Print).....	.....