ST ANDREW'S HOSPICE
JOB DESCRIPTION

Job Title : Retail Shop Manager
Department : Retail
Reports to / Line Manager : Retail Operations Manager
Pay Range : R2 - R3

Purpose of Job

- To lead and manage your Team to deliver your shop's Income, Service, People, Risk and Housekeeping Standards objectives, whilst complying with our Safe, Legal & Secure framework and adhering to all Hospice policies and procedures
- To lead and manage your Team to deliver an outstanding customer and donor experience every time, role modelling effective Gift Aid dialogue and practices
- To positively contribute to the growth of our online trading activity
- To develop strong relationships within our local communities to attract and retain optimal numbers of volunteers to support your shop and the Retail team
- To maintain and enhance the reputation of the Hospice and Retail brand
- To support the Retail Operations Manager with regular feedback regarding the development of the Retail operation

Main responsibilities

To manage the shop ensuring financial and operational targets are met
To drive sales to achieve and exceed targets
To ensure that the Safe, Legal & Secure processes are followed in a timely manner and that risk assessments are comprehensively followed and coached in with volunteers
To demonstrate ownership and follow up of shop issues, premises matters and agreed actions
To actively role model Gift Aid activity and evidence ongoing development of such activity and performance within your Team
To proactively feedback information on trading performance to the Retail Operations Manager with suggestions for continuous improvement
To evaluate weekly performance data to improve business performance
To recruit, interview, train, induct and manage an optimal team of volunteers
To communicate regularly with volunteers in an engaging manner to ensure they are fully informed about the shop and Hospice's activities, and maintain a positive team spirit
To demonstrate to our volunteers that they are valued
To inspire our people to be our next generation of Shop Managers, identifying future potential with the Retail Operations Manager

To communicate effectively with the Warehouse and Logistics Manager to meet stock requirements and densities to achieve sales
To keep up to date with the retail trading environment including national fashion trends, and local community events, which are essential to driving sales in your shop
To ensure stock is merchandised to the highest standard and all customer notices and internal signage are consistent with brand guidelines
To promote customer feedback processes and use them to improve service
To celebrate success with volunteers and employees
To positively champion new ideas, systems, policies and procedures
To evaluate the commercial impact of merchandising decisions
To ensure the highest standards of customer care and service are demonstrated at all times
To share best practices and team success across the Retail team
To involve your Team in decision making, creating a sense of ownership and accountability
To maintain excellent rapport with colleagues, donors and volunteers
To proactively source donations from within the local community and from the general public
To ensure the shop is open during set trading hours
To ensure all staff and volunteers work to respective policies and procedures
To monitor and check security of stock and cash on the premises and to report any shortfalls to the Retail Operations Manager
To be the key holder for the store out of hours and carry out the emergency procedures
To competently complete daily till audits and banking procedures
To capture incidents, accidents and near misses on our Vantage system, following up and sharing learnings with your Team
To competently forecast consumables' requirements and place orders through the MyAcopia portal
To ensure that all records and administrative paperwork including timesheets are completed within set timescales
To ensure all working practices comply with Health & Safety Legislation and Hospice policies in this area

Management of People

Direct: All volunteers within the shop

Indirect: None

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 maintain high standards of communication within the Hospice, by means of personal contact, written communications and meetings

Resources

Personal protective equipment appropriate to the role

Person Specification

Qualifications

Essential

GCSE grade 4 or equivalent in English and Mathematics

Desirable

NVQ level 2 in retail or equivalent

Experience

Essential

Experience in a retail management setting, including merchandising and display

Desirable

Full driving licence and access to own vehicle

Knowledge/Skills:

Retail operational management, problem solving and systems monitoring
Health and safety risk management relevant to retail outlets
Ability to deliver excellent customer service and be able to support and mentors other to do so
Effective merchandising and display of goods to drive sales
To be able to lead and motivate a team

Qualities

To deliver to performance expectations, performing under pressure whilst remaining calm and organised
To be receptive to change and to act as a change agent
To maintain excellent rapport with staff, volunteers, customers, donors, supporters and service users
To actively role model a positive first response to resolving issues
To demonstrate a considered and logical approach to problem solving
To demonstrate a dedicated approach to customer service and Team working
To be flexible and willing to manage other shops within a defined area, for development purposes and 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:-

"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 co-operate 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.

Signature	**Date**
Prepared by……..	……
Confirmed by……..	……
Received by……..	……
Name (Print)……..	……