**Job description**

**Job title:** Shop Manager

**Salary Range**: £18.K - £21K

**Location/Department:** Isabel Hospice Trading Limited

**Responsible to:** Area Manager

**Working relationships:**

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| --- | --- |
| **Internal** | **External** |
| Trading Team | Customers |
| Volunteers | Donors |
| Facilities | RAG contractor |
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**Departmental structure: Reporting to the Shop Manager are:**

* Assistant Shop Manager

**Main Responsibilities**

* Maximise store income and profits by delivering exceptional retail standards, with visual merchandising, optimising selling price, and Gift Aid acquisition at its core
* Provide excellent customer service, whether that’s in person or over the phone/email
* Engage and train volunteers to provide additional operational support

**Day to Day Activities – Income and Costs**

* Deliver high quality, cost effective income generation through day to day management of the shop
* Maintain a high standard of presentation, both in the windows interior of the shop and back of house
* Ensure the sales floor layout is as per the current Hospice guidelines in conjunction with your Area Manager
* Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises
* Implement all POS as directed by Hospice instructions and Marketing bulletins.
* Actively promote Gift Aid to meet or exceed the required conversion rates
* If appropriate, inform customers about how our funds support the Hospice and encourage rounding up at the till

**Day to Day Activities - Stock**

* Actively encourage the public to donate saleable stock through strategic stock generation plan, in conjunction with Area Manager
* Actively promote and achieve the required Gift Aid (GA) conversion rates and to manage the GA process to HMRC requirements
* Ensure there is adequate flow of stock from stockroom to the shop floor in order to support the turnover of the shop
* Ensure there is adequate stock available on the shop floor, at all times, in all categories.
* The role will demand moving a lot of stock on a daily basis.
* Select & price stock at a consistent level in accordance with Isabel Hospice price guides
* Rotate stock on a daily basis which will refresh the shop floor making it more desirable to returning customer.
* Comply with all instructions regarding the sale, and stock control of New Goods
* Facilitate the education of donors on good quality donations to minimise goods going to waste

**Managing Performance and Operations**

* Actively recruit volunteers and provide training so they are able to perform their jobs efficiently and effectively
* Provide training and development for paid staff and volunteers to enable them to perform their jobs efficiently and effectively and adhere to Health & Safety mandatory training models including E-learning
* Organise a 4 week rota to ensure the shop runs effectively and the shop floor and sort room tasks are allocated
* Create an organised and pleasant working environment for staff and volunteers
* Inform the shop team of business communications, promotions and information relating to the great work of Isabel Hospice
* Ensure equality & diversity polices are adhered to and training is filtered through the shop team, including volunteers
* Ensure all relevant administration is completed on time and according to the Isabel Hospice Manager’s Manual
* Banking completed daily, and all cash handling complies with Hospice regulations and standards
* Ensure all financial, cash handling and security procedures are adhered to as per the Isabel Hospice Manager’s Manual.
* Primary key holder ensuring that the shop is secure whenever it is left unattended
* Notify the local police, your Area Manager and Head Office in the event of a break in, shop lifting or security incident
* Notify your Area Manager in the event of suspected theft or dishonesty by any member of staff.
* Ensure that no unauthorised person is allowed to inspect the shop or to examine sales or other records
* Ensure all staff and volunteers lock all purses and valuables in a locker
* Complete all required back office IT systems processes to Isabel Hospice standards
* Provide a safe environment that protects all staff, volunteers and the public
* Cover other shops within the Isabel Hospice area dependant on the needs of the business.
* Be flexible to work weekends dependant on the needs of the business.

**Customer Focus**

* Provide excellent customer service by telephone, email and in person, including responding to customer questions
* Interact with customers to provide a friendly and approachable environment to enhance customer shopping experience
* If appropriate, interact with donors to encourage loyalty and stock acquisition
* Manage content for Social Platforms (Instragram) if applicable, to highlight our good quality stock and increase brand awareness in the community

**Any Other duties**

* Support a “One Team” approach across Retail to ensure positive and effective communication between E Commerce, Shops and the Operations Team, and have a “can do” attitude
* Provide staff cover for the Warehouse, Donation Centre and E Commerce department when required
* Work with the Volunteering team to engage and support Retail volunteers, including providing training and support to aid retention
* This is not an exhaustive list of duties and the post holder will be expected to perform different tasks as necessitated by the changing role within the organisation and the overall business objectives, as deemed reasonable and requested by the post holder’s line manager, Retail Business Manager or CEO
* The post will be subject to regular annual appraisal and review as part of the Personal Development Plan.

**GENERAL DUTIES**

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Hospice Information security policy. Also to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
3. It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As an Isabel Hospice employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
4. The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
5. The Hospice operates a no-smoking policy.
6. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
7. All appointments are subject to pre-employment health screening.
8. It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation’s infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance
9. You are responsible for ensuring that all equipment used in the patient environment is cleaned / decontaminated as instructed by manufacturers and maintained in line with the infection control / guidelines protocol and Hospice policy..
10. It is the responsibility of all employees to ensure compliance with the Health and Social Care Act, 2008, in preventing risk of infections to patients, visitors and other staff within the Hospice.
11. All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
12. It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training.
13. Any other duties as designated by your manager and which are commensurate with the grade.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

**Person Specification**

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| Requirement | Essential/Desirable | Tested |
| Education / Qualifications   * Good level of general education | E | A |
| Knowledge/Experience   * Knowledge and experience of working in Charity Retail Shops * Knowledge and experience of working in a customer focused environment and the ability to provide an excellent all round customer service * Knowledge and understanding of how to use emails and Microsoft Office packages * Experience of KPI’s, revenue targets and cost control targets * Organisational skills * Effective communication skills and the ability to adapt to different situations | E  E  E  E  E  E  E |  |
| Personal qualities   * Good team player * Positive attitude * Ability to “muck in” and be proactive * Curious and driven nature * Commitment, enthusiasm and high energy levels * Demonstrate flexibility and effectively manages change | I |  |

Key

A – Application form

I – interview

T – Test