

## Job Description

### 1. Post Title – Bank Assistant Shop Manager

Responsible to	Area Manager
Responsible for	Supervision of volunteers
Salary Band / Grade	£9.03 per hour

#### Background

Prospect Hospice provides a broad range of End of Life Care services across Swindon and North East Wiltshire. Our care is delivered in our 16 bed In-Patient Unit, Day Hospice, Great Western Hospital and patients' homes. The Hospice has an outstanding local reputation and is committed to ensuring that the patients and families we provide comfort and care for each year continue to receive an exceptional level of support towards the end of their lives as well as helping to influence and enhance best practice in End of Life Care with other providers.

### 2. Main purpose & scope

Prospect Hospice operates 15 shops selling donated goods as part of its income generation strategy. Each shop has a Manager who is a paid member of staff and is supported by volunteers.

Each Shop Manager is required to achieve, and where possible, exceed agreed sales targets to maximise income generation.

### 3. Key accountabilities and areas of responsibility

The prime purpose is to be responsible for Duty Management of the shops in the manager's absence, ensuring that there is a focus on driving sales income.

A key element will be to provide supervision and support to all shop volunteers.

Another crucial aspect will be to be responsible for the security of the shop premises, the stock held and accountable for the takings and complying with the prescribed banking procedures.



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Responsibilities will include but will not be restricted to:

- Ensuring compliance with Trading Standards and Health and Safety legislation, maintaining a safe environment for customers and volunteers.
- Effectively managing and displaying stock in order to maximise footfall and sales.
- Gift Aid – take every opportunity to increase our GA income, through donor sign up and correct processing of stock.
- Ensure adequate volunteer cover is in place during opening hours, managing a rota arrangement across all volunteers.
- Regularly liaise with the Area Manager on sales, stock levels and merchandising standards and displays.
- As a member of the Shop Management Team, contribute to the development of ideas for improvements to presentation and retail practice.
- Ensure that all relevant documentation relating to cash handling is processed and that all discrepancies are investigated and documented.
- Undertake daily till and safe reconciliation and banking.
- Attend all training courses and meetings as directed by the Area Manager/Head of Retail, relaying relevant information to all shop volunteers.
- Recruit volunteers and provide induction and on the job training of all volunteers to the proficient level.
- Manage housekeeping duties to maintain a clean and tidy environment.
- Comply with Prospect Hospice's Policies and Procedures.
- Undertake any reasonable task as directed by the Head of Retail, Area Manager or Shop Manager as may be deemed appropriate within the scope of the job.

#### 4. Key Contacts

- Shop Manager



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- Assistant Shop Manager
- Area Manager
- Head of Retail
- Distribution Centre Team
- Finance
- Head of Voluntary Services
- Voluntary Services Manager
- Voluntary Services Co-ordinator
- Volunteers



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## Person Specification

### 5. Skills, Knowledge & Experience

- An understanding of the Retail and Charity/Volunteer based sectors.
- Knowledge of the Trading Standards requirements in relation to the sale of goods and consumer rights.
- Hold, or be prepared to achieve, a current qualification or certificate in First Aid.
- Awareness of and compliance with the Health and Safety act legislation and requirements.
- Proven line management experience, ideally gained within the Retail or Voluntary sectors.
- Experience of effective stock control management and product display design.
- Accurate cash management skills and effective shop security knowledge.
- Good interpersonal skills, including customer service and relationship management.
- Effective time management and organisation/planning skills in order to prioritise a varied workload in a busy environment.
- Excellent “team player” in order to provide support to volunteers and colleagues.
- Ability to create an excellent front of house impression for our customers.
- Acts as a positive ambassador for the Hospice.
- A team player, experienced in delivering accurate work on a timely basis in order to ensure team success.
- Has a flexible attitude with a desire to ensure that we provide an excellent service and plays a key part in that delivery.



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**Personal Attributes**

- Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times
- Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice.
- To be authentic, open honest and transparent
- Have a track record of working inclusively and a genuine appreciation of the value of diversity

**IMPORTANT ADDITIONAL INFORMATION**

The line manager will discuss all elements of the job description with the postholder on an annual basis during appraisal, recognising that some elements may be developed.



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