



Job Description

1. Post Title – Assistant Shop Manager

Responsible to: Shop Manager

Responsible for: Supervision of volunteers

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 Inpatient Unit 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.

This role assists the Shop Manager to achieve agreed sales targets to maximise income generation.

Assistant Shop Managers will need to be flexible and cover other Prospect Hospice charity shops, as and when required, as well as opening on Sundays and bank holidays.

3. Key accountabilities and areas of responsibility

To support and assist the shop manager with the day to day management of the shop including:

- Effectively driving and exceeding sales targets and managing KPI targets
- Motivating and supervising a team of staff and volunteers
- Providing the highest quality of service to represent Prospect Hospice on the high street
- Deputising for the shop manager when they are absent (days off, holiday, sickness, training)

It is a requirement of this position, that the post holder covers the shop in the absence of the Shop Manager. This means, that full time hours will be necessary when the Manager is away on annual leave or sick leave. In the absence of the Shop Manager, the post-holder is responsible for ensuring the efficient and compliant day-to-day operation of the shop, through effective management of own and volunteer resources.



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SPECIALIST

PERSON CENTRED

INCLUSIVE

RESILIENT

EXCELLENT



Responsibilities will include but will not be restricted to:

- Effectively manage and display stock in order to maximise footfall and sales.
- Contribute to the development of ideas for new promotions and other improvements to presentation and retail practice.
- Ensure adequate volunteer cover is in place during opening hours, managing a rota arrangement across all volunteers and paid staff to ensure that the store trades its required hours.
- In relation to gift aid, the Assistant Manager will be required to take every opportunity to increase our gift aid income, through correct processing of stock and donor sign up.
- Ensure that all relevant documentation relating to cash handling is processed and that all discrepancies are investigated and documented.
- Assist the Shop Manager to ensure compliance with Trading Standards and Health and Safety legislation, maintaining a safe environment for customers and volunteers.
- Attend all training courses and meetings as directed by the Shop Manager, relaying relevant information to all shop volunteers and their line manager.
- Manage housekeeping duties to maintain a clean and tidy environment.
- Comply with Prospect Hospice's policies and procedures.
- Recruit volunteers and provide induction and on the job training of all volunteers to a proficient level.
- 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.

Working Pattern

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work, and will involve a regular element of weekend working and possible lone working when volunteers are not available.

4. Key Contacts

- Shop Manager
- Area Manager
- Head of Retail
- Distribution Centre Team
- Finance
- Head of Voluntary Services



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- Voluntary Services Manager
- Voluntary Services Co-ordinator
- Volunteers

Person Specification

5. Skills, Knowledge & Experience

Essential

- Proven retail experience, including some supervision of staff, ideally gained within the retail or voluntary sectors.
- Knowledge of the trading standards requirements in relation to the sale of goods and consumer rights.
- Awareness of and compliance with the Health and Safety act legislation and requirements.
- Experience in effective stock control management and product display design.
- Accurate cash management skills and effective shop security knowledge.
- 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.

Desirable

- Hold, or be prepared to achieve, a current qualification or certificate in First Aid.
- An understanding of the charity/volunteer based sectors.

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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