



Job Description

1. Post Title – Shop Manager

Responsible to: Area Manager

Responsible for: Assistant Shop Manager, Line management of volunteers

Hours: 37.5 hours per week (5 days in 7 – to include some Sundays and Bank Holidays)

Background

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and north east Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

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.

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.



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RESILIENT**

**PERSON CENTRED
EXCELLENT**

INCLUSIVE

3. Key accountabilities and areas of responsibility

The prime purpose of the role is to drive sales income and control costs, so that sales and profit targets are achieved.

The Shop Manager is responsible for all aspects of recruitment, training, management and development of the shop Volunteers. 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.

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 – to 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 and paid staff to ensure that the store trades its required hours.
- 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 and the Assistant Manager.
- 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 or Area Manager as may be deemed appropriate within the scope of the job.
- To be a key holder when the situation demands.

4. Key Contacts

- Assistant Shop Manager
- Area Manager
- Head of Retail
- Distribution Centre Team
- Finance



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- 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.

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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