

JOB TITLE:	Shop Manager
RESPONSIBLE TO:	Area Retail Manager
ACCOUNTABLE TO:	Director of Operations
LOCATION:	Rochester, ME1 1LD
MANAGES:	Assistant Shop Manager and volunteers.

ellenor Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley, and for children across West Kent and the London Borough of Bexley. The organisation has in-patient and outpatient and Living Well services at Northfleet, comprehensive Hospice at Home services and a range of out-patient and community services all supported and delivered through a multi-disciplinary team.

Role Purpose:

The postholder will assist in raising funds to meet the annual target by working with all members of **ellenor's** team, ensuring the smooth running of the shop. Including recruitment, training, supervision of volunteers and staff, maintaining high levels of cleanliness and tidiness within the shop, sorting, pricing and displaying goods, serving customers, cash management, banking and returns within the shop.

Supporting future plans and development, driving new ideas for income generation to assist the growth of the shop.

Main duties and responsibilities:

- Ensuring great customer service is always delivered by staff and volunteers on the premises.
- Managing stock levels on the shop floor daily, ensuring adequate availability to maximise profit.
- Encouraging an open, honest and welcoming working environment for staff and volunteers.
- Maintain extraordinary levels of tidiness on the premises.
- Maintain a safe working environment for staff and volunteers by following Health and Safety procedures and undergoing training as required.
- Train and manage shop staff and volunteers as required.

- Producing the shop rota for staff and volunteers, ensuring adequate staffing levels are maintained with no impact on shop operational hours.
- Being aware of communications and events at **ellenor** and acting as an ambassador for the charity within the community.
- Monitor store targets, producing reports as required to directives.
- Comply with personal statutory and mandatory training.
- Execute retail cash operations consisting of daily banking and return procedures.
- Attendance to meetings and events as required.
- Manage workloads whilst prioritising and communicating effectively.
- Reporting any incidents or issues with equipment promptly in line with procedure.
- Handling complaints effectively in line with procedure.
- Completing annual performance reviews as required.

Personal Specification:

- An effective team player able to interact successfully with staff, volunteers, and members of the public.
- Ability to self-motivate and work autonomously and think independently.
- Honest, reliable, and able to offer flexibility in working hours to suit the demands of the role.
- Maintaining a smart appearance.
- Demonstrate the ability to prioritise.
- Is committed to the cause, staff values and philosophy of **ellenor**.
- Excellent timekeeping.

General:

- To be aware of the philosophy of **ellenor** and to behave as a fit representative.
- To abide by the Hospices general confidentiality policy
- To be aware of guidelines stated in the staff handbook and all relevant policies and procedures.
- To undertake a bi-annual performance review when a personal development plan will be discussed and developed.

This job description is not intended to be a complete list of duties and responsibilities but as a guide for information about the post. It will be amended and developed in the light of experience and will be the focus for objective setting in the annual appraisal.

Postholder's Name

Postholder's Signature Date

Manager's Name

Manager's Signature Date

PERSON SPECIFICATION
SHOP MANAGER

	Essential	Desirable
EDUCATION AND QUALIFICATIONS		
Good Standard of General Education	X	
EXPERIENCE		
Retail Management Experience, including management of staff.	X	
Experience managing a successful charity shop.		X
Experience working on budgets, KPI's and cash management.	X	
Familiarity with Microsoft Word, Excel and Outlook.	X	
KNOWLEDGE AND SKILLS		
Knowledge of product pricing		X
Great interpersonal skills with the ability to communicate with a diverse range of people	X	
Ability to prioritise own workload, time management and deadlines.	X	
Good problem-solving, numerical and analytical skills		X
Driving Licence/Car Owner		X
PERSONAL CHARACTERISTICS AND QUALITIES		
Must be able to work in a team and be a team player	X	
Confident, professional attitude and organised	X	