

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Shop Manager
<b>DEPARTMENT:</b>	Retail
<b>CONTRACT TERMS:</b>	37.5 hours per week, Monday to Sunday
<b>PAY:</b>	£20,854–£22,161 per annum (depending on experience)
<b>RESPONSIBLE TO:</b>	Area Retail Manager
<b>ACCOUNTABLE TO:</b>	Director of operation's
<b>MANAGES:</b>	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

Reporting to the Area Retail Manager, the postholder will assist in raising funds to meet our annual target by working with all members of **ellenor's** team and to ensure the smooth running of the shop. This will include the recruitment, training and supervision of volunteers, maintaining high levels of cleanliness and tidiness within the shop, sorting, pricing and displaying goods, serving customers and managing banking and returns in relation to shop. Supporting future plans and ambitions, Driving new ideas and growth in income generating to help the growth of the shop.

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

### Duties and Responsibilities:

1. Recruit, motivate, train and support shop volunteers.
2. Maintain or exceed the minimum retail standards when sorting, pricing and displaying donated goods.

3. Manage the stock control for new goods and ensure all new goods are displayed to maintain or exceed minimum retail standards.
4. Manage stock levels daily to maximise sales.
5. Manage staff and volunteers to ensure the smooth running of the shop.
6. Prepare shop rota for staff and volunteers to ensure the shop is open as always advertised.
7. Serve customers, whilst setting high standards of courtesy and friendliness and ensure that your team is always friendly and helpful.
8. Monitor the shops progress against targets and take appropriate action in line with Hospice directives.
9. Maintain extraordinary levels of tidiness on the shop floor and in other shop areas.
10. Manage a safe working environment by following Health and Safety procedures and undergoing/delivering training as required.
11. Organise and execute retail cash operations procedures and day-to-day banking, ensuring necessary returns are sent to the **ellenor** Hospices on time.
12. Attend regular Shop Managers meetings.
13. To represent the **ellenor** Hospices within the local community.
14. Make yourself aware of what is going on at **ellenor** and act as an ambassador for the charity within the community.
15. Attend statutory and mandatory training sessions.
16. Any additional duties as reasonably required by Line Manager

### Management and Professional Accountability

1. Demonstrate the ability to work effectively and reliably as part of **ellenor's** retail team.
2. Demonstrate the ability to manage own workload whilst prioritising and communicating effectively.
3. Recognise and work within budgetary constraints.
4. Ensure the economic use of resources.
5. Report any defects in equipment to the Area Retail Manager.
6. Be aware of and comply with all the Organisation's statutory policies and procedures as appropriate.
7. Provide accurate verbal and written reports as required.
8. Ensure safe working practices are maintained, with particular reference to the environment, equipment and vehicles.

### Education, Training, Research and Personal Development

1. Participate in **ellenor's** appraisal system.
2. Identify own learning needs and participate in the planning, development and implementation of a personal development plan.
3. Attend mandatory training as requested.
4. Participate in in-service education programmes as appropriate.

### About you:

- Adapts and develops in line with the changing needs of the role,
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required,
- To maintain up to date mandatory and essential to role training
- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
- To follow all policies and procedures,
- To be aware of the staff values of the **ellenor** and to behave as a fit representative.

### Health and Safety

The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to consider developments in the organisation, department or role.

Postholder's Name .....

Postholder's Signature ..... Date .....

Manager's Name ... ..

Manager's Signature ..... Date .....

This Job Description will be reviewed on a regular basis

## Personal Specification Shop Manager

	Essential	Desirable	Application/ Interview
<b>EDUCATION AND QUALIFICATIONS</b>			
Good Standard of General Education	X		
<b>EXPERIENCE</b>			
Retail Management Experience	X		
Experience of managing a successful charity shop		X	
Experience of working to KPIs and exceeding targets	X		
Experience of successful shop budget management	X		
Experience of transactions, payment handling, banking and record keeping	X		
Experience of managing staff and volunteers	X		
Experience of merchandising to maximise sales	X		
Experience of using computerised systems, e.g. Microsoft Word, Excel and Emails	X		
<b>KNOWLEDGE AND SKILLS</b>			
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, able to manage time and deadlines	X		
Good problem solving and analytical skills	X		
Strong numerical skills	X		
Self-awareness and ability to ask for support from senior staff	X		
To maintain acceptable standards of window and internal display/stock presentation	X		
Ability to give guidance, support and encouragement to volunteers to achieve objectives of the shop	X		

Ability to move and handle large volume of donated goods including on occasion furniture	X		
Driving Licence/Car Owner		X	
<b>PERSONAL CHARACTERISTICS AND QUALITIES</b>			
Must be able to work in team and be a team player	X		
Confident, professional attitude and organised	X		