



*ellenor.*<sup>x</sup>  
hospice care in your home or ours

# Job Description

ellenor.org



01474 320007

Registered Charity No: 1121561

@ellenorcharity



**Job Title:** Assistant Manager

**Department:** Retail

**Contract Terms:** Part Time – 22.5 Hours Per Week, Working Monday to Sunday

**Salary:** £14,539.20 per annum

**Location:** Crayford

**Responsible To:** Cluster Manager

**Accountable To:** Head of Retail

**Manages:** Shop Volunteers

## About

**Us:** **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

**Our Vision:** We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

**Our Mission:** We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

**Our Values:** We are inclusive, we are caring, we are focused.



## Scope and Job Purpose:

The Assistant Manager will be responsible for the day-to-day running and income generated at the retail shops under their remit. This role involves effective management of resources, budgets, and personnel.

### Internal Key relationships:

- Retail Shop managers
- Distribution Team
- Ecommerce Team
- Retail volunteers
- Marketing Team
- Maintenance

### External Key relationships:

- Cash Register Supply Co - CRS
- Acopia
- Infinity





# Main Duties and Responsibilities:

- Always ensuring great customer service and acting professionally on the premises
- Assist in ensuring that donated stock is steamed/cleaned, priced, and displayed in line with visual merchandising standards to maximise income for **ellenor**
- Ensuring stock levels on the shop floor are maintained and that the Manager is aware of stock needs daily
- Assisting the Shop Manager with accurate staffing and volunteer levels so that the shop is open and adequately staffed for peak periods
- Performing annual performance reviews with the Shop Manager
- 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 by following Health and Safety procedures and undergoing training as required
- Opening and closing the retail unit, ensuring that correct procedures are followed for banking, daily returns etc.
- Being aware of communications and events at **ellenor** and acting as an ambassador for the charity within the community
- Assist the Shop Manager in monitoring the shop's progress against targets and take appropriate action in line with Hospice directives
- Comply with statutory and mandatory training



# Person Specification:

(All criteria are essential unless stated otherwise)

## Education / Qualifications:

- Good standard of general education

## Experience:

- Retail Supervisory experience, including management of staff
- Experience working on budgets, KPIs and cash management

## Knowledge, Skills and Attributes:

- An effective team player with excellent communication skills, able to interact successfully with staff, volunteers, and members of the public
- Ability to self-motivate, 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
- Knowledge of product pricing
- Good level of IT literacy
- Driving Licence/Car Owner or the ability to travel around (Desirable)



## General :

- To be aware of the philosophy of **ellenor** and to behave as a fit representative
- To abide by the Hospice's 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