



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

# Job Description

Shop Manager

[ellenor.org](https://ellenor.org)



01474 320007

Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



**Job Title:** Shop Manager

**Department:** Retail

**Contract Terms:** Permanent, 30 hours per week, Monday to Sunday

**Salary:** £22,704 - £23,741 per annum pro rata Depending on

**Location:** Strood, ME2 4TP

**Responsible To:** Head of Retail

**Accountable To:** Director of Operations and Retail

**Manages:** Assistant Managers and Volunteers

## About Us:

The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and 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).



# Scope and Job purpose

## Role Purpose:

The Shop Manager will be responsible for the day-to-day running and income generated at their 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

## External Key relationships

- CRS Cash Register Supply Co
- Acopia
- Infinity Group



# 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.
- To ensure the security of the premises is maintained and that all retail policies and procedures are followed.
- 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.
- Ensuring the effective recruitment of staff and volunteers in accordance with the Organisation's policies and procedures.
- Completing annual performance reviews as required.
- To raise any concerns to the Head of Retail in a timely manner.



# Person Specification

All criteria are essential unless stated otherwise.

**Job Title:** Shop Manager

## Education / Qualifications

Good Standard of General Education

## Experience

- Retail Management Experience, including management of staff.
- Experience managing a successful charity shop.
- Experience working on budgets, KPI's and cash management.
- Familiarity with Microsoft Word, Excel and Outlook.



## Knowledge, Skills, and Attributes

- An effective team player with excellent interpersonal skills who is 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.
- Ability to maintain a smart and professional appearance.
- Demonstrate the ability to prioritise.
- Committed to the cause, staff values and philosophy of ellenor.
- Excellent timekeeping.

- Knowledge of product pricing
- Driving Licence/Car Owner or the ability to travel around required sites in a timely manner. (Desirable)

### 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.