



Job Description

1. JOB DETAILS

Job Title:	Shop Manager
Location:	
Hours:	
Team/Directorate:	Retail
Responsible To:	Shops Development Manager
Responsible For:	Volunteers
Accountable to:	Head of Retail

2. JOB PURPOSE

To manage and develop the shop and shop team to maximise income and profitability for the charity.

To ensure the shop is presented to the highest standards and reflects Hospiscare's brand values.

3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 Main Responsibilities

- Responsible for generating sales across all income streams relevant to the shop environment, suggesting and introducing improvements to ensure turnover and profit are maximised.
- Supervise the performance of individual team members, providing coaching to ensure their skills are fully developed, whilst adhering to relevant volunteering policies and procedures to achieve and maintain a motivated and engaged workforce.

- Plan for and monitor volunteer numbers and availability, anticipating peak trading periods and annual leave, to ensure adequate volunteer cover at all times to keep shop trading and secure income.
- Responsible for the display of merchandise using creative and commercial acumen, in line with the visual merchandising guidelines, in order to support the achievement of sales targets.
- Accountable for maintaining and increasing Gift Aid revenue to ensure this revenue stream is maximised, liaising with the Gift Aid Administrator in order that the donor database is up to date and accurate.
- Manage Gift Aid stock to ensure it is given priority, observing compliance with HMRC guidance and data protection legislation, to secure this income.
- Support volunteers in providing excellent service to ensure a great customer experience is achieved for both internal and external customers.
- Liaise with the Volunteering team in the recruitment of volunteers, to ensure adequate cover at all times to support income and profit.
- Responsible for the security of stock, buildings, equipment and consumables in the care and ownership of Hospiscare in order to safeguard property and income.

3.2 Key Contacts

Internal:

- Shops Development Manager
- Head of Retail
- Warehouse and Logistics Manager
- Ecommerce team
- Other Shop Managers
- Fundraising team
- People team (Volunteering)
- Estates team
- Learning and Development team

External:

- Customers
- Local community
- Corporate partners

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Hospiscare
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable
- Manage own work life balance and general wellbeing, including any relevant pressures in respect of lone working, travel, difficult environments and challenging situations

3.4 General

- Be aware of and adhere to Hospiscare policies and procedures at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Hospiscare departments
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

3.5 Other

- Apply the Hospiscare values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Hospiscare

SHOP MANAGER

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	General education to GCSE standard or equivalent, including maths and English at level C/4 or above	
Experience	Significant experience of managing a team Significant experience in delivering and managing excellent customer service	Experience of working with volunteers
Knowledge	Detailed understanding of High Street retail and a keen interest in/knowledge of the latest fashion/trends Understanding of an epos system for data inputting, interpretation, reporting and analysis purposes	Understanding of the law relating to sale of second hand items Understanding of vintage/retro clothing, furniture and accessories Understanding of Gift Aid
Skills	Highly developed leadership skills with the ability to build and motivate a team to successfully achieve set targets and business objectives Developed skills for effective visual merchandising and display techniques Developed time management and organisational skills Developed communication skills Developed IT skills	

Personal attributes	Ability to work autonomously and act on own initiative, take proactive approach to changing business needs and objectives and seeking advice/escalating issues when appropriate Personal resilience and the ability to respond positively to change A solution focussed approach Team player Able to demonstrate sensitivity when required Awareness of Equality, Diversity and Inclusion in all aspects of work	
Additional requirements	Physically capable of undertaking the manual handling requirements of the role Ability to be flexible with working days, hours and range of tasks to be undertaken for the role Able to travel to other Hospiscare sites when required to attend meetings etc as well as to other locations on occasion	Car owner and driver

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties and responsibilities the post holder may undertake and will be subject to review.

Post Holders Signature:

Date: