

Role Profile

because
you matter

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

St Nicholas Hospice Care is recognised as a great place to work, to learn and to grow. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

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|------------------------|---------------------------|
| Job role | Shop Manager |
| Reports to | Support Manager |
| Responsible for | Supervisor and Volunteers |
| Location | |

What the job involves

- Managing the day to day running of the shop
- Provide excellent customer service both internally and externally
- Maximise shop income and achieve sales targets
- Maintain effective stock management and merchandising
- Recruit, train, support and manage all shop staff and volunteers
- Ensure the shop is adequately staffed at all times and establish appropriate rotas for staff and volunteers
- Carrying out shop administration tasks to desired deadlines
- Ensuring St Nicholas Hospice Care (SNHC) policies and procedures are adhered to at all times, in relation to health and safety, shop security, recruitment and completion of administration.
- Brief the Head of retail at regular agreed intervals on progress in the shop
- Propose action to Head of Retail for improvements in operations
- Maintain an awareness of developments in local shops, especially in charity sector, updating the Head of Retail as required
- Maintain and develop good channels of communication with STNC customers and colleagues in other shops, local communities and organisations
- Ensure the shop meets sales targets and Key Performance Indicators
- Initiate marketing campaigns and sales promotions to increase sales
- Ensure the shop is competing effectively with local competitors
- Ensure all volunteers maintain a high standard of customer care
- Promote the store in the local community through initiatives, for example initiating stock appeals by writing to a local paper or working with local schools
- Control pricing items for sale
- Ensure the highest possible resale value of donated stock
- Apply suitable display, merchandising and window dressing standards

- Control stock density and rotation
- Initiate local stock and sales promotions
- Take day to day responsibility for managing and delegating work to staff and volunteers, ensuring satisfactory performance
- Provide training and adequate supervision for all staff and volunteers
- Recruit staff and volunteers in line with Hospice policies and procedures
- Lead and develop the staff/volunteer team in the shop, encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings
- Apply trading standard regulations to the shop, ensuring staff and volunteers are aware of these
- Complete KUDOS till procedures
- Take action to ensure the shop is adequately manned, setting and maintaining rotas
- Complete banking using the agreed procedure
- Use new technology as required
- Ensure housekeeping is to an extremely high standard
- Take day to day responsibility for shop interior
- Ensure all shop equipment is kept in good working order, reporting any necessary repairs and/or maintenance to the Facilities team.
- Act as main key holder and delegate key holding to other staff and volunteers within the procedural guidelines
- Ensure the security of shop takings
- Provide the best circumstances for the personal security of staff and volunteers
- Ensure that security procedures are understood and implemented by all staff and volunteers

Special Features of the job

- Out of hour's key holder for emergency situations as and when required.
- Work as part of the team to assist in achieving its financial goals
- Attend meetings and contribute to hospice strategy and policy making as required
- Flexible approach to working hours and cover at other shops if required
- Provide cover for shop managers from time to time in other shops, as required by Head of Retail

What we want from you

- Good general education
- NVQ level 2 in Retail Management (or equivalent) or a willingness to work towards qualification
- Candidates will need to show evidence of the following:
 - Excellent communication skills, written and verbal
 - Excellent planning and administration skills
 - Ability to work independently and on own initiative
 - Ability to motivate others, delegate work and explain ideas
 - Ability to work in a diverse team with staff and volunteers

Numerate with the ability to analyse financial data
IT literate with knowledge of Microsoft Outlook, Word and Excel
Problem-solving skills
Creativity

- Experience in training and managing staff and/or volunteers
- Achieving sales targets
- The post holder should be able to work under his/her own initiative and under pressure to meet the physical and administrative demands of this role.
- A flexible and helpful manner should be demonstrated at all times
- Prepared to be hands-on, leading by example.
- Empathy with the work of St Nicholas Hospice Care
- Willingness to travel to team meetings or to provide cover at other Retail shops, as and when required.

Additional Desirable Criteria

- Knowledge of EPOS/ KUDOS till programmes
- Ability to recognise stock potential to generate income
- Basic knowledge of health and safety Inc. fire regulations with the ability to identify potential risk
- Experience of working with volunteers or as a volunteer
- Experience in Charity Retail
- Knowledge of Gift Aid
- Full current driving licence with ability and willingness to use own vehicle

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