

# Role Profile



**St Nicholas Hospice Care** is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

<b>Job Role</b>	Shop Manager (Barton Road)
<b>Department</b>	Retail
<b>Reports to</b>	Retail Area Manager
<b>Location</b>	Barton Road

## Background Information

Our shops are part of a Retail Team that generates an income of over one million to support our services for people and their families living with long-term and life-threatening illnesses. St Nicholas Hospice Care shops are located across West Suffolk as well as our online eBay and Amazon shop and Donations Centre. As well as generating income, they support the local community and signpost to Hospice services.

## Job Summary

Manage the shop, procure stock, recruit, retain and motivate a volunteer team to achieve sales and profit targets in the shop whilst providing a high-quality customer service. Deputising for the retail area manager in their absence, which includes supporting the donation centre manager and/or the manager of St John Street Shop or Barton Road.

Actively support and model the SNHC Values: **Compassion**, **Accountability**, **Respect** and **Equity**.

## Key Accountabilities & Responsibilities

Support the day-to-day running of the shop, assisting the Retail Area Manager. Contribute to meeting agreed sales targets set by the Head of Retail.

## **Shop Operations**

- To achieve sales and profit targets through being proactive whilst controlling costs
- Opening and closure of the shops
- Procure stock in a partnership with Donation Centre Manager
- Promote events via social media in partnership with Marketing
- Oversee the warehouse and sorting area and deputise in Donation Centre Manager's absence
- Cashing up, banking and completing reconciliation procedures as per policy.
- Act as main key holder and delegate key holding to other staff and volunteers within the procedural guidelines
- Maintains the highest standard of cleanliness and merchandise presentation standards at all times
- Ensure that all donations are stored and handled using the correct procedures
- Ensure the shop meets/exceeds sales targets and Key Performance Indicators
- Seasonal space to sales planning ensuring that stock is relevant to the changeover-standard dates are March for Spring /Summer and October for Autumn/Winter
- Apply suitable display, merchandising and window dressing standards
- Ensure trading standard regulations are always adhered to, and staff and volunteers are aware of these
- Maintain an awareness of competitors ensuring the store is competing effectively
- Maintain an awareness of the charity sector, ensuring you remain updated and informed of any changes and communicating these to staff and volunteers
- Initiate marketing campaigns and sales promotions to increase sales and footfall
- 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

## **Customer and Donor**

- Provide excellent customer service both internally and externally
- Deal with complaints effectively
- Process sales using Electronic Point of Sale (EPOS) system.
- Actively encourage donors to complete Gift Aid forms for donated items
- Ensure all staff and volunteer purchases are processed and recorded following policy and procedure

## **Building, Security, Health and safety**

- Responsible for opening and closing the shop
- Responsible for cashing up, banking and completing reconciliation procedures
- Ensure all staff and volunteers comply with Health and Safety and associated policies.
- Ensure the Shop meets the highest standard of cleanliness and merchandise presentation standards at all times
- Ensure that all donations are stored and handled using the correct procedures
- Ensure St Nicholas Hospice Care (SNHC) policies and procedures are adhered to at all times, in relation to health and safety, shops security, recruitment and completion of administration.

## **Staff / Volunteers**

- Support the Retail Area Manager with induction, training and development of staff and volunteers, ensuring they have the skills and knowledge to fulfil the requirements of the role
- Support the Retail Area Manager in ensuring staff and volunteers are updated on policy and procedure

- Motivate staff and volunteers to actively recruit Gift Aid donors through knowledge and awareness of the scheme

### Stock

- Ensure stock is secured safely
- Assist in stocktakes, following policy and procedure
- Minimise stock loss through fraud prevention, including internal/external theft.
- Manage stock density and rotation
- Initiate local stock and sales promotions
- Complete stocktakes

### Loss Prevention

- Ensure that there is always a member of staff/volunteer on the shop floor
- Ensure till checks are carried out thrice weekly
- Random checks of volunteer bags on leaving the premises as and when appropriate
- Comply with any test purchasing results that may be carried out by an external agency

## Key Working Relationships

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### Internal

- Wider Retail team – occasionally through meetings and cover at other shops
- Fundraising team – occasionally through supporting and promoting events
- Facilities team – occasionally with maintenance issues
- Finance team – occasionally with finance queries

### External

- Customer and Donor – daily through role
- Contractors – occasionally with reference to maintenance
- Landlord – occasionally due to landlord checks

## Job Scope

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<b>Decision making level</b>	<ul style="list-style-type: none"> <li>• Stocks received from warehouse or donor</li> <li>• Volunteer duties for day</li> <li>• Staff duties for the day</li> <li>•</li> </ul>
<b>Financial resources</b>	<ul style="list-style-type: none"> <li>• Assist retail area manager to achieve income target up to £750,000 depending on shop size and turnover</li> <li>• Assist in maintaining building and contents – raising work orders</li> <li>• Processing payments from £1 to £600 + dependant on shop type and turnover</li> </ul>

<b>Other resources</b>	<ul style="list-style-type: none"> <li>• Shared responsibility for ordering shop consumables and cleaning supplies</li> <li>• Shared responsibility for the maintenance of shop equipment</li> </ul>
<b>People management</b>	<ul style="list-style-type: none"> <li>• Line management of Shop supervisor and up to 40 plus volunteers 'on the books' at any one time</li> <li>• Responsibility for a number of Duke of Edinburgh students – actual numbers will vary throughout the year</li> </ul>
<b>Legal, regulatory and compliance responsibility</b>	<ul style="list-style-type: none"> <li>• Shared responsibility for Health and Safety of the site</li> <li>• GDPR in relation to staff, customers and donors information</li> </ul>

## Person Specification

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### Knowledge, qualifications and experience

#### Required

- A good general education (GCSE D or above in English and Maths)
- Administration experience including being able to use IT and Microsoft Office programs
- Experience of working in a busy retail environment
- Experience of sales, targets and cash handling
- Experience in time management, own and others

#### Desirable

- Demonstrable supervisory experience in a Customer Service or Sales environment
- Clean driving licence

### Skills and abilities

- Excellent communication and interpersonal skills
- Organisation and problem-solving skills
- Ability to motivate and inspire others
- Customer service driven with a positive attitude
- Self-motivated and uses initiative
- Good level of physical fitness to meet the demands of the role (stock handling, unloading deliveries, merchandising)
- Ability to work flexibly within the stores operating hours

# Standards and Expectations

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## **Policies and Procedures**

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

## **Confidentiality / Data Protection**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

## **Health and Safety**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

## **Safeguarding and Mental Capacity Act**

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

## **Infection Control**

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

## **Equality and Diversity**

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

## **Volunteer Assistance**

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

## **Job Description**

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

## **Values**

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**