

# 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
<b>Department</b>	Shops
<b>Reports to</b>	Head of Retail
<b>Location</b>	Mildenhall

## 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 sign post to Hospice services.

## Job Summary

Manage the shop and stocks, motivating a volunteer team to achieve sales targets, whilst providing a high quality customer service.

# Key Accountabilities & Responsibilities

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## **Shop Operations**

- Opening and closing the shop
- 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
- Apply suitable display, merchandising and window dressing standards
- Apply trading standard regulations, ensuring staff and volunteers are aware of these
- Maintain an awareness of developments in local shops, especially in charity sector, updating the Head of Retail as required
- Initiate marketing campaigns and sales promotions to increase sales and footfall
- Ensure the shop is competing effectively with local competitors
- 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
- Brief the Head of Retail/Retail Support Manager at regular agreed intervals on progress in the shop
- Propose action to Head of Retail/Retail Support Manager for improvements in operations
- Attend meetings and contribute to hospice strategy and policy making as required

## **Customers and Donors**

- Provide excellent customer service both internally and externally
- Deal with complaints effectively
- Drive Gift Aid recruitment and processes
- Maintain and develop good channels of communication with customers and colleagues in other shops, local communities and organisations

## **Building Security, Health and Safety**

- Ensure the security of shop takings, following policy and procedures
- Ensure that security procedures are understood and implemented by all staff and volunteers
- Out of hour's key holder for emergency situations as and when required.
- Carry out shop administration tasks to set deadlines
- Ensure 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.

## **Staff and Volunteers**

- Recruit all shop staff and volunteers
- Support the induction, training and development of volunteers, ensuring they have the skills and knowledge to fulfil the requirements of the role.
- Lead and develop the staff/volunteer team, encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings
- Ensure all staff and volunteers maintain a high standard of customer care
- Ensure the shop is adequately staffed at all times and establish appropriate rotas for staff and volunteers
- Ensure all staff and volunteer purchases are processed and recorded following policy and procedure
- Ensure all staff and volunteers comply with Health and Safety and associated policies.

## **Stock**

- Communicate with the Donations Centre arranging deliveries and collections of stock
- Maintain effective stock management and merchandising
- Control pricing items for sale, ensuring the highest possible resale value of donated stock
- Ensure all stocks are secured safely
- Control stock density and rotation
- Initiate local stock and sales promotions
- Complete stocktakes, following policy and procedure
- Minimise stock loss through fraud prevention including internal/external theft.

# Key Working Relationships

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## **Internal**

- Wider Retail team – daily in context of role and support
- Fundraising team – occasionally to support fundraising efforts on and off site
- Facilities team – occasionally regarding site maintenance
- Finance team – occasionally regarding accounts
- HR team – occasionally in context of role and support

## **External**

- Customer and Donor – daily within the shop
- Contractors – occasionally for maintenance
- Landlord – occasionally for site visits/inspections

# Job Scope

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<b>Decision making level</b>	Daily decision making in relation to prioritising work load for self and team Seasonal shop sales to space planning Contributes to decisions to improve systems and processes Responsible for staffing rota's
<b>Financial resources</b>	Responsible for income budget up to £250,000 dependant on shop size and turn over Responsible for controlling costs to budget Responsible for profit and loss Responsible for stock control new and donated goods
<b>Other resources</b>	Responsible for building maintenance, repair and security Responsible for shop equipment Responsible for the ordering of shop consumables
<b>People management</b>	Line management of shop supervisor and up to 40 volunteers dependant on shop size Responsible for performance management and development of team Responsible for recruitment and training of team
<b>Legal, regulatory and compliance responsibility</b>	Responsible for Health and Safety of the site GDPR in relation to staff, customers and donors information

# Person Specification

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## Knowledge, qualifications and experience, skills and abilities

### Required

- Good general education
- Excellent communication skills
- Excellent organisational and planning skills
- Excellent administration skills
- Ability to work on own initiative
- Numerate with the ability to analyse financial data
- IT literate
- Experience of training staff
- Track record of achieving sales targets
- Be able to meet the physical demands of the role

- Willingness to travel to cover for other shops and to training meetings

#### Desirable

- Experience of working in a diverse team of staff and volunteers
- NVQ level 2 in Retail management or willingness to work towards qualification
- Knowledge of EPOS systems
- Ability to recognise stock potential to generate income
- Basic knowledge of Health and Safety in the workplace
- Experience of working with volunteers or working as a volunteer
- Charity retail experience
- Full driving licence with ability and willingness to use own vehicle

## Other

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Requirement to work weekends and some unsociable hours as directed by your line manager.

Flexible approach to working hours and cover at other shops if required.

# 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.**