

## JOB DESCRIPTION

|                         |                                                                    |
|-------------------------|--------------------------------------------------------------------|
| <b>Job Title:</b>       | Boutique Shop Manager                                              |
| <b>Purpose:</b>         | To ensure the Retail division maximises its fund raising potential |
| <b>Accountable to:</b>  | Head of Retail                                                     |
| <b>Responsible for:</b> | Shop Volunteers and Staff                                          |
| <b>Hours:</b>           | 37 hours per week                                                  |
| <b>Based at:</b>        | St Nicholas Hospice Care Shops                                     |

---

## JOB PURPOSE (A Summary)

- To manage the shop its staff and volunteers to a high standard.
- To work with other shop managers and members the retail team to meet the KPIs set by the Head of Retail and provide a robust income stream for St Nicholas Hospice Care.
- To promote the Mission, Vision and Values of St Nicholas Hospice Care.

## **DUTIES**

### **Primary Tasks**

- To meet the shops weekly sales and expenditure budgets.
- To manage and motivate all staff according to the Hospice policies and employment laws, and ensure relevant HR procedures are followed (appraisals, discipline, grievance etc)
- To plan, prioritise and monitor shop deliveries to ensure optimum clothes stock levels are maintained.
- To ensure any brand names not classified as boutique are sent to SNH discount shops.
- To ensure KPI's for all donations registered for Gift Aid are met.
- To utilise the organisations stock rotation systems to reflect seasonal and local trading patterns.
- To plan and implement shop merchandising, layout and customer traffic flow so as to maximise sales, customer satisfaction, appearance, image and ergonomics for customers. Be proactive in generating donated stock and ensure stock is processed to agreed standards and timescales.
- To manage selling and customer service activities and ensure stock replenishment and merchandising competence in these areas, so as to optimise and sustain sales performance, profitability and customer satisfaction.
- To manage costs and overheads, and all factors affecting the profitable performance of the shop.
- To minimise stock loss.
- To seek and continuously develop knowledge and information about competitor activity, pricing and tactics, and to communicate this to the relevant departments of the Hospice.
- To assist with holiday cover within the retail department as required.

### **General Administration**

- To ensure all organisation policies & procedures are adhered to at all times.
- To manage cash and payment systems in accordance with Hospice procedures and policies, at all times with volunteers and customer safety as the uppermost priority.

### **Health & Safety**

- To ensure all shops and staff comply with the Health & Safety Act and to ensure Safe Systems of Work practices are followed at all times.
- To ensure all relevant risk assessments are completed and adhered to at all times.
- To ensure all fire risk assessments are completed and best practices are maintained.

## **Staffing**

- To maintain & implement the staff rota system to provide staff cover for the full duration of the trading week. Ensuring the needs of the business is always paramount during all levels of staff planning.
- To ensure the delegation of clearly defined roles for all volunteers.

## **Communication and Liaison**

- To ensure good communication channels are maintained between the Shop and the Head of Retail.
- To manage and motivate volunteers, recruit volunteers, train and develop volunteers, according to the Hospice policies and employment laws, and ensure relevant HR procedures are followed.
- To ensure that donors are dealt with in the appropriate manner following the 'perfect donation' procedure in all cases.
- To ensure that great Customer Service standards are practiced at all times.
- To assess skills gaps and lead Staff and Volunteer Training as required.
- To promote the teams commitment to the Mission, Vision and Values of St Nicholas Hospice Care.
- To manage and maintain effectiveness of IT and other essential in-store systems including Hospice's web-site.

## **General Duties**

- To work as part of the Retail Team to assist in achieving its financial goals.
- To attend meetings and contribute to Hospice strategy and policy-making as required.
- To undertake any other duties which may be reasonably required.

## **Special Features of the Job**

- A flexible approach to working hours and cover at other shops if required.
- To carry out key-holding responsibilities (including out of hours response) and ensure agreed security and loss prevention procedures are adhered too.
- To be organised and reliable at all times.

## General

- To ensure that all within the team have a grasp of the Hospice's structure, values and purpose and have opportunities for involvement in its further development.
- To ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.

## Notes

The managerial and clinical philosophy of the Hospice is based on a multi-disciplinary approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care.

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

An extract from the summary of the Health & Safety at Work Act 1979 states:-

*"Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer".*

St Nicholas Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder. A job description review automatically takes place as part of the Performance Management process.

**SIGNATURE OF LINE MANAGER:** \_\_\_\_\_

**DATE:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_