

Job Description – Shop Manager - Boutique

Reports to:	Head of Retail
Responsible for:	Shop, staff and volunteers
Location:	Whilst your normal place of work will be your assigned shop, you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.
Job Purpose:	To work with the retail team to meet the KPI's set by the Head of Retail and to provide a robust income stream for St Nicholas Hospice Care.

Key Responsibilities:

1. To meet the shops weekly sales and expenditure budgets.
2. To ensure KPI's for all donations registered for Gift Aid are met.
3. To utilise the organisations stock rotation systems to reflect seasonal and local trading patterns.
4. 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.
5. To manage selling and customer service activities as well as ensuring stock replenishment and merchandising competence in these areas, so as to optimise and sustain sales performance, profitability and customer satisfaction.
6. To manage costs and overheads, and all factors affecting the profitable performance of the shop.
7. To minimise stock loss.
8. To seek and continuously develop knowledge and information about competitor's activity pricing and tactics and to communicate this to the relevant department as required.
9. To assist with holiday cover within the retail department as required.
10. To ensure all organisational policies and procedures are adhered to at all times.
11. To manage cash and payment systems in accordance with Hospice procedures and policies, at all times with staff and customer safety as the uppermost priority.
12. To maintain and implement the staff rota system to provide staff/volunteer covers for the full duration of the trading week.
13. To ensure the delegation of clearly defined roles for all volunteers.
14. Identifying stock that will maximise income through E-Commerce department significantly more than the shop.

Communication and Liaison

1. To ensure good communication channels are maintained between the store and the Head of Retail.
2. To manage and motivate volunteers, recruit volunteers, train and develop volunteers, according to the Hospice policies and employment law, and ensure relevant HR procedures are followed.
3. To ensure that donors are dealt with in the appropriate manner following the 'perfect donation' procedure in all cases.
4. To ensure that great Customer Service standards are practised at all times.
5. To assess skills gaps and lead staff/volunteers and provide training as required.
6. To promote the teams commitment to the Mission, Vision and Values of St Nicholas Hospice Care.
7. To manage and maintain effectiveness of IT and other essential in-store systems including Hospice Website.

Special Features of the job

1. To be an out of hours key holder for emergency situations as and when required.
2. To work as part of the retail team to assist in achieving its financial goals.
3. To attend meetings and contribute to Hospice strategy and policy making as required.
4. A flexible approach to working hours and cover at other shops if required.
5. Exceptional merchandising skills
6. Brand and trend awareness
7. Identifies current and future customer requirements through rapport with customers, both potential and current
8. Ensure availability of 'brand' merchandise by sourcing stock from warehouse & other shops
9. Source external marketing opportunities in local community

Personal Development (all staff)

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

Health and Safety (all staff)

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.
- To ensure all stores and staff comply with the Health & Safety Act and to ensure safe systems of work practises 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 practises are maintained.

People Management (those with line management responsibilities)

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection
- Departmental communication and staff support.
- Performance management.
- Staff development including regular 1-2-1's , and annual appraisals.
- Staff support including health and safety and wellbeing awareness.
- Facilitation of a culture of learning and respect for difference.

Governance (those with responsibilities for policy and procedure implementation, audit and monitoring responsibilities)

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

Develop monitoring systems to ensure compliance with policies and procedures in association with the Hospice Committees.

General (all staff)

- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- 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.
- 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.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental 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 and providing 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.
- 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.

References:

Recruitment Policy
Learning & Development Policy
Disciplinary Policy
Health and Safety Policy

Job Description dated: January 2016