

PERSON SPECIFICATION

support our shops:
buy, donate,
volunteer.

St Nicholas
Hospice Care

A Registered Charity No. 287773

Post:	Boutique Shop Manager
Department:	Retail

	Essential Criteria	Desirable Criteria
Basic Education / Training <i>considered necessary to do the job competently.</i> <i>A new job holder matching the desirable criteria will be potentially competent in the role sooner.</i>	Good general education	NVQ in retail
Knowledge/ Skills/Ability <i>This relates to the job specific learning required to do the job competently.</i> N.B <i>Practical experience gained as part of a formal education or training programme e.g. HNC or RGN should be taken into account under Basic Knowledge and Training</i>	Candidates will need to show evidence of the following: oral and written skills; Good people management skills. The ability to motivate others, delegate work and explain ideas; Team working ability; Analytical ability; Initiative and decisiveness; Numeracy; Technical skills and an aptitude for information technology Problem-solving skills. Proven ability to plan and prioritize workloads Exceptional merchandising skills Brand/trend awareness Ability to source external marketing opportunities	At least two years experience in fashion retail Candidates with less experience but possessing exceptional organisational and people management skills will be considered.
Background/ Record of Achievement <i>This relates to evidence of previous levels of achievement a candidate should be able to demonstrate</i>	Experienced in training and managing employees	Candidates with less experience but possessing exceptional organisational and people management skills will be considered. Experience of working with volunteers or as a volunteer
Qualities/ Attributes <i>Personal qualities required by St Nicholas for role, team and Hospice "fit".</i>	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. Able to identify current and future customer requirements 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 Flexibility Perseverance Sense of humour Enthusiasm;	
Other Requirements <i>These may be absolute requirements dictated by the nature of the role e.g. the need to work unsocial hours, or travel between sites</i>		The post holder should hold a full clean and current driving license.