

Job Description – Cluster Shop Manager

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| Reports to: | Head of Retail |
| Responsible for: | Shop Managers, Relief Shop Managers, Retail Administrators, Supervisors and Shop Volunteers |
| Location: | Whilst your normal place of work is insert shop location , you will also be responsible for an additional two shops and will be required to work at other locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine. |
| Job Purpose: | To be responsible for the effective operation of a cluster of three retail Shops |

Cluster Manager Key Responsibilities:

- Responsible for the overall budget and strategy for all shops within your cluster
- Manage and resolve complex operational issues that arise across multiple sites
- Form a management team with Warehouse/E-commerce, House Clearance, Cluster Managers and other managers as necessary
- Work collaboratively with the Head of Retail and Retail Management teams making sure they are fully informed about Retail activities
- Manage the performance of Shop Managers, Supervisors, Relief Shop Managers and Retail Administration staff through regular 1 2 1's, performance reviews and foster a culture of learning and development
- Coach and develop Shop Managers to achieve excellent standards, results and best practice
- Ensure Shop Managers adhere to St Nicholas Hospice Care (STNH) policies and procedures at all times
- Oversee resourcing of Shop Managers and Supervisors in cluster shops including adequate day off and holiday cover
- Support the opening of new and refitted shops by ensuring merchandising, stocking and preparation is ready for the set opening date
- Conduct mandatory health and safety and maintenance checks in all cluster shops, reporting issues or concerns to the Head of Retail
- On call for all cluster shops at the weekend on a rotational basis

Shop Manager Key Responsibilities:

Financial

- Ensure shop achieves/exceeds target sales and Gift Aid budget
- Achieve RAG income budget

- Monitor key performance indicators and achieve continual improvement on average transaction values and customer count
- Analyse and feedback sales performance and trends to the Head of Retail, suggesting improvements
- Monitor and check security of stock and cash on the premises and report any shortfalls to Head of Retail
- Ensure the highest possible resale value of donated stock and control the pricing of items for sale
- Control stock density and rotation

Management and Communication

- Responsible for the recruitment, induction, management and training of all shop Supervisors and Volunteers
- Role model exceptional customer service, ensuring staff and volunteers maintain high standards of customer care
- Lead and develop the staff/volunteer team in the shop, encouraging effective communication, setting objectives, initiating work plans and helping to foster team spirit
- Setting and managing rotas to ensure the shop is staffed adequately
- To propose action to Head of Retail for improvements in operations
- To maintain and develop good channels of communication with STNH customers and colleagues in other shops, local communities and organisations

Marketing

- To maintain an awareness of developments in local shops, especially in charity sector, updating the Head of Retail as required
- Raise awareness and promote the Hospice and its facilities in the local community
- Deliver excellent standards of merchandising and good house keeping
- Initiate marketing campaigns and sales promotions to increase sales

Health and Safety

- Ensure all staff and volunteers work within the prescribed policies and procedures
- Review all role specific and general training, ensuring it has been completed within agreed timescales
- Inform Head of Retail of necessary repairs and maintenance
- Ensure the security of shop takings
- Responsible for ensuring security procedures are understood and implemented by shop staff and volunteers
- Provide the best circumstances for the personal security of shop staff and volunteers
- To act as main key holder and delegate key holding to other staff and volunteers within the procedural guidelines
- Maintain the good working order of shop equipment

Administration

- To apply trading standard regulations to the shop and ensure volunteers are aware of these
- To complete Cyberfill procedures
- To complete banking using the agreed procedure
- To use new technology as required

Special Features of the job

- To be an out of hours key holder for emergency situations as and when required
- To attend meetings and contribute to hospice strategy and policy making as required
- A flexible approach to working hours and cover at other shops if required
- To provide cover for shop managers from time to time in other shops, as required by Head of Retail

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.

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: November 2017