

Job Description – Shop Manager

Reports to: Cluster Shop Manager

Responsible for: Supervisor and Volunteers

Location: Whilst your normal place of work is Barton Road, Bury St Edmunds, 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 be responsible for the effective operation and management of the shop.

Key Responsibilities:

- Managing the day to day running of the shop
- Provide excellent customer service both internally and externally
- Maximise shop income and achieve sales targets
- Maintain effective stock management and merchandising
- Recruit, train, support and manage all shop staff and volunteers
- Ensure the shop is adequately staffed at all times and establish appropriate rotas for staff and volunteers
- Carrying out shop administration tasks to desired deadlines
- Ensuring 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.

Strategic role as shop manager

- Brief the Head of retail at regular agreed intervals on progress in the shop
- Propose action to Head of Retail for improvements in operations
- Maintain an awareness of developments in local shops, especially in charity sector, updating the Head of Retail as required
- Maintain and develop good channels of communication with STNC customers and colleagues in other shops, local communities and organisations

Optimising sales

- Ensure the shop meets sales targets and Key Performance Indicators
- Initiate marketing campaigns and sales promotions to increase sales
- Ensure the shop is competing effectively with local competitors
- Ensure all volunteers maintain a high standard of customer care
- 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

Maintaining effective stock management & merchandising

- Control pricing items for sale
- Ensure the highest possible resale value of donated stock
- Apply suitable display, merchandising and window dressing standards
- Control stock density and rotation
- Initiate local stock and sales promotions

Volunteer and Staff Management & Training

- Take day to day responsibility for managing and delegating work to staff and volunteers, ensuring satisfactory performance
- Provide training and adequate supervision for all staff and volunteers
- Recruit staff and volunteers in line with Hospice policies and procedures
- Lead and develop the staff/volunteer team in the shop, encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings

Administration

- Apply trading standard regulations to the shop, ensuring staff and volunteers are aware of these
- Complete Cyber till procedures
- Take action to ensure the shop is adequately manned, setting and maintaining rotas
- Complete banking using the agreed procedure
- Use new technology as required

Premises Management

- Ensure housekeeping is to an extremely high standard
- Take day to day responsibility for shop interior
- Ensure all shop equipment is kept in good working order, reporting any necessary repairs and/or maintenance to the Facilities team.

Security

- Act as main key holder and delegate key holding to other staff and volunteers within the procedural guidelines
- Ensure the security of shop takings
- Provide the best circumstances for the personal security of staff and volunteers
- Ensure that security procedures are understood and implemented by all staff and volunteers

Special Features of the job

- Out of hours key holder for emergency situations as and when required.
- Work as part of the team to assist in achieving its financial goals
- Attend meetings and contribute to hospice strategy and policy making as required
- Flexible approach to working hours and cover at other shops if required
- 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: April 2018