

St. John's Hospice Shops Ltd**Job Description**

POST:	Shop Manager
HOURS:	28 hours (Worked over a 7-day rota)
CONTRACT:	Permanent
ACCOUNTABLE TO:	Director of Income Generation
REPORTS TO:	Head of Retail
RESPONSIBLE FOR:	Assistant Manager Volunteers

JOB PURPOSE

- Maximise sales and minimise costs in your own shop and across the whole retail operation.
- Be accountable for the effective management of staff, volunteers, stock and administration.
- Motivate and train staff and volunteers to a high standard, creating a positive team spirit in your store.
- Ensure the delivery, by yourself and all those working or volunteering in the shop, of excellent customer service.
- Present a professional image to staff, volunteers and customers at all times reflecting the image and reputation of St John's Hospice.

KEY WORKING RELATIONSHIPS

Head of Retail
Assistant Managers
Warehouse Manager
Warehouse Assistant
E-commerce Sales Team
Retail Operations Coordinator
Head of HR
Volunteer Coordinator
Shop & Warehouse Volunteers
Drivers

MAIN DUTIES**Sales:**

- Achieve individual shop financial and non-financial KPI's whilst working as a team to maximise sales and profits across the whole shop's operation.
- Actively promote Gift Aid to achieve individual KPI's and increase income across the retail operation
- Ensure all stock is circulated to the best possible location to achieve maximum profit for the charity, particularly high value items and those items which will achieve a higher value through online sales
- Ensure that the high standard of service to customers that is expected by St John's Hospice is maintained at all times.
- Actively support any fundraising promotions as directed by St John's Hospice Income Generation Team.
- Implement any promotion in the shop as directed by the Head of Retail.

Shop Appearance:

- Maintain a high standard of presentation, both in the windows and the interior of the shop.
- Ensure the sales floor layout is as per the current guidelines in conjunction with the Head of Retail.
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises.

Stock:

- Price stock at a consistent level in accordance with our price guides.
- Ensure the shop floor stock density is kept full by ensuring there is adequate stock available at all times according to individual shop KPI's
- The role will demand moving a lot of stock on a daily basis.
- Rotate stock on a daily basis so that no garment remains on the shop floor for any longer than the agreed time limits.
- Ensure there is adequate stock available on the shop floor at all times, on all key lines including hanging and non-hanging, ticketing, sizing and dating all clothing as appropriate.
- Actively ask for Gift Aid to facilitate the required Gift Aid conversion rates and process Gift Aid.
- Ensure all clothing stock is steamed and the quality of stock is of an acceptable standard. (Not applicable in a £1 shop.)

Stock Areas:

- Keep stock areas organised, uncluttered and promote safe working practices.
- Circulate stock to the correct location, to achieve maximum profit across the retail operation.
- Communicate to Warehouse Manager any stock issues.
- Do not hoard stock.

Management of People

- Be responsible for the line management of the Assistant Manager.
- Conduct probationary reviews, regular one to one's and appraisals, whilst coaching and training staff to develop their professional and personal growth.
- Manage staff matters relating to welfare, sickness and absence.
- Inform the Head of HR/Head of Retail where there are concerns relating to conduct or performance.
- Ensure all staff and volunteers complete their allocated mandatory training.
- Inform Head of Retail/HR of any performance issues, ensuring all staff are trained and communications are updated regularly
- Work with other shop managers in your assigned shop group to ensure rota's are completed, updated and all shops are covered during periods of annual leave and absences

Voluntary Staff:

- Ensure that tasks are properly delegated to staff in accordance with their training and abilities.
- Promote a happy working environment to increase efficiency and job satisfaction.
- Recruit and train volunteers including Health and Safety, procedures and values
- Encourage volunteers to take on key roles and extra responsibility, i.e. key holder.
- Ensure adequate volunteer levels as per volunteer hours target and recruit proactively for any shortages.

Administration and Security:

- Ensure all emails and IT comms are checked and actioned on a regular basis
- Complete all relevant administration on time in accordance to our policies and procedures.
- Bank daily takings in accordance with St John's Hospice Shops procedures.
- Order consumables/stationary as necessary.

- Ensure that all St John's Hospice till procedures are adhered to and that cash is kept secure.
- Notify the Head of Retail in the event of a break in, suspected theft or security incident (this includes suspected dishonesty by staff or volunteers).

Health and Safety:

- In conjunction with the Health & Safety Officer and Retail Operations Coordinator provide a safe environment that protects all staff, volunteers and the public.
- Comply with all health and safety regulations as per St John's Hospice Shops health and safety procedures.
- Report any maintenance or health and safety issues in the shop to the Head of Retail or Retail Administrator.

General:

- Ensure you promote the Hospice as the charity of choice on the high street, by engaging staff, volunteers and customers and ensuring teams know about the work the Hospice does whilst working for the organisation as a whole and not just the shop in silo.
- Any other duties as appropriate, as instructed by your line manager or senior management of St John's Hospice.
- Help out as required at other locations to meet the needs of the business.

This list is not exhaustive and the post holder will be expected to undertake other duties within the remit of the job.

STANDARD/ENHANCED DISCLOSURE REQUIREMENT

This post is subject to an Enhanced Disclosure Service check as you may be responsible for supervising volunteers under the age of 18 or with learning difficulties.

DUTIES AND RESPONSIBILITIES TO ST JOHN'S HOSPICE

1. Confidentiality

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors and for complying with all the requirements of the Data Protection Act and Caldicott Guidelines whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by St. John's Hospice Disciplinary Procedure and may result in dismissal.

2. Health and Safety

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

3. External Interests

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

4. Statutory Training

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

6. Safeguarding

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed.

8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

Agreed

Manager signed:.....

Date:.....

Employee signed:.....

Date:.....