

## **St. John's Hospice Shops Ltd**

### **Job Description**

<b>POST:</b>	Assistant Manager (Relief)
<b>HOURS:</b>	21 hours per week (over a 7 day rota, including occasional Bank Holidays)
<b>CONTRACT:</b>	Permanent
<b>ACCOUNTABLE TO:</b>	Director of Finance & Resources
<b>REPORTS TO:</b>	Shop Manager

### **JOB PURPOSE**

- Provide additional support and 'relief' cover within the existing team by working across all St John's Hospice Shops sites enabling retail outlets to operate.
- Be a key part of the team generating income for St John's Hospice by working with the Shop Managers to maximise sales, reach individual shop KPIs and minimise costs in the shop and across the whole retail operation.
- When providing 'relief' cover be responsible for the day to day management of the shop and volunteers in the absence of the permanent shops team members.
- Ensure the delivery, by yourself and those 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**

Shop Managers  
Assistant Managers  
Retail Operations Manager  
People Development Manager  
Retail Administrator  
E-commerce sales team  
Drivers  
Hospice Colleagues  
Volunteers

### **MAIN DUTIES**

Assist the Shop Manager/Assistant Manager in managing the day to day running of the shops and act as Shop Manager in their absence.

#### **Sales:**

- Support the Shop Manager to achieve sales KPI targets and profit by maximising sales and minimising costs when covering shops

- Actively promote Gift Aid to support in achieving shop KPI's and increasing 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 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.
- Implement any promotion in shops as directed by the Shop Manager or the retail team.

### **Shop Appearance**

- Maintain a high standard of presentation, both in the windows and the interior of the shop when covering
- Ensure the sales floor layout is as per the current guidelines working in conjunction with the Shop Manager.
- 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 as per 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.
- Ensure all clothing stock is steamed and the quality of stock is an acceptable standard (if applicable)

### **Stock Areas**

- Keep stock areas organised, uncluttered and promote safe working practices.

### **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.
- Assist in promoting volunteer opportunities when covering using the volunteer recruitment process.

### **Health and Safety**

- 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 Shop Manager or in their absence the Retail Team.

### **Administration and Security**

- Ensure emails and IT communications are checked and actioned regularly
- 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.

## **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.