



JOB DESCRIPTION

Retail Relief Shop Manager

Responsible to: Head of Retail

Principal contacts

Head of Retail, Retail Area Manager, Retail Team (Shop Managers, Retail Office Staff, Van drivers, other shops), all St Barnabas Hospices staff and volunteers

Donors / General Public, Tradespeople

Environment

For administrative and travel expense purposes the post is based at the individual shop, closest to your home address. The role will involve deputising and supporting in our charity shops or our distribution centre as requested. .

Job purpose

To travel to all shops within a reasonable distance and deputise providing holiday and sickness management cover.

Principal duties and responsibilities

Management

- To deputise, manage and co-ordinate the day to day retail activities of the shops, maximising sales and profitability.
- Maximise the contribution for the shop through sales from all donated and new goods
- Ensure the shop delivers high standards of customer service
- Assist with sales promotions, stock generation activities and income from new goods.
- Encourage a safe environment that embraces new ideas and creativity.
- Maintain the merchandising standards in each shop to ensure maximum sales and profit are achieved
- To assist in enhancing the profile of the Hospices in the community through good customer relations.

Staff Management

- Supervise the work of volunteers and co-ordinate the volunteers' work
- Maintain good team morale and care of the volunteers

Shop Operations

- Ensure the shop operates in line with retail policies and procedures
- Manage expenses, banking and cash reconciliation as required
- Help in the unpacking, sorting, cleaning and preparation of stock, erecting and dismantling furniture when needed

Site Management

- Monitor building structures and appliances to ensure the safety of customers and staff.

Legislative Compliance

- Ensure that all statutory regulations are met with regard to Health and Safety, Trading standards, and relevant legislation.

Person Specification

Qualifications / Experience

A full, clean driving licence and access to own transport is essential for this post.

Good standard of general education to GCSE level or equivalent and/or qualified by experience

Personal grief resolved sufficiently to perform and cope in an environment that has potential exposure to bereavement concerns

Essential Skills

- Good interpersonal skills with ability to motivate and influence individuals and teams
- Able to interact and collaborate effectively to support colleagues and other departments
- Good written and verbal communications skills with the ability to give written and verbal instructions effectively
- Able to communicate confidently with a wide range of people and with sensitivity
- Able to assess situations and defuse conflict situations positively
- A team player with the ability to work on own initiative
- Able to respond positively to changing demands
- Able to deliver on deadlines, maintaining accuracy and attention to detail
- Good organisational skills with the ability to manage tasks simultaneously
- Numerate with cash handling and reconciliation aptitude
- Sales and customer service orientated

- Computer literacy desirable

Desirable Skills

- Supervisory experience
- Experience working with volunteers or as a volunteer preferred
- Previous retail or business experience

Desirable Knowledge

- Trading Standards,
- Basic knowledge of Health and Safety (retail) and manual handling
- Local geographical knowledge
- Awareness of collectables / antiques

Physical Demands

- Unpredictable as it is dealing with unknown donations and awkward loads
- Physically demanding, standing, bending, lifting, walking and it may involve moving stock up and down stairs or from exterior premises

OTHER DUTIES

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

ASSISTANCE

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

SAFEGUARDING

All staff and volunteers are required to be aware of and adhere to St Barnabas Hospices' safeguarding policies and attend the appropriate training as and when necessary.

JOB DESCRIPTION

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.