

Job Profile

Job Information	
Job Title	Relief Shop Manager
Hospice Pay Band	Band 3
Location	Wirral-based

Job Summary

The post holder reports directly to and works closely with the Retail Development Manager along with other colleagues and volunteers to ensure that overall financial and retail objectives are met.

To support retail fundraising by providing cover for manager days off or planned annual leave absences, or occasional unplanned absences.

The post holder will be responsible for the achievement of personal financial targets in whichever charity shop located in. Key objectives of the role include:

- To manage and oversee the day-to-day operation in whichever charity shop based in (Wirral)
- To achieve and manage income and expenditure targets in line with budgets
- Work closely with senior colleagues, contribute to the strategic development of our shops and retail services, ensuring excellent public relations, customer service and a high standard of shop presentation and display
- To represent Wirral Hospice St John's externally at events, meetings and other opportunities as required

Key Responsibilities

People Management & Supervision:

- To manage all volunteers for the shop in which located in.

Charity Shop:

- As directed by the Retail Development Manager or Senior Shop Manager, manage the day-to-day operation of whichever shop based in (Wirral location).
- To be responsible for achieving annual income and expenditure targets.
- Opening and closing the unit, and ensuring that the advertised trading hours are adhered to.
- To ensure high standards of customer service are achieved.
- To ensure the best possible presentation and display of goods for sale.
- Encouraging and accepting donated goods for sale, ensure stock levels are maintained and that quality items are available for customers to purchase.
- To promote Gift Aid to all donors and adhere to correct processes linked to Gift Aid.
- Sorting and preparing goods for sale, and overseeing a pricing policy for the unit.
- Support promotional and marketing activities to increase footfall to the charity shops and special external activities.
- Deal with all accounting procedures in relation to takings and expenses, keeping accurate records and corresponding till rolls.
- Ensure regular banking to keep cash flow moving and reduce risk of theft, in line with hospice and insurance guidelines.
- Issue receipts to all customers/donators where appropriate, in accordance with hospice guidelines.

Volunteers:

- To support the recruitment, retention and training of new volunteers as necessary to ensure appropriate cover levels are upheld - this will involve working closely with the Volunteers Office at the hospice.

- To provide guidance and maintain a high level of motivation and morale with good team working.
- To develop and maintain an effective system of communication for all charity shop volunteers.
- Ensure all volunteer records are maintained and returns timely submitted to the Hospice's Volunteer Office.

High Value Goods:

- To work closely with the Gift Shop & Online Sales Manager to identify and treat any high value goods separately from general stock donations – to be sold via eBay, other online platforms or via auction houses.

Admin, Health & Safety, Compliance:

- To attend appropriate mandatory and relevant specialised training.
- To read and understand all Hospice policies and procedures ensuring personal adherence and adherence across all areas of responsibility.
- To be aware of personal responsibilities as defined by the Health and Safety at Work Act 1974 and ensure adherence across all areas of responsibility.
- You are responsible for implementing appropriate infection prevention and control measures relevant to your role and areas of responsibility to minimise the risk of transmission of infection.
- Ensure there is compliance with:
 - Health and Safety at Work Act
 - Fire Safety Requirements
 - Environmental Health
 - Trading Standards, e.g. Electrical Equipment, Furniture, Toys, Nightwear.
 - Hospice internal policies as determined by the Board of Directors.
- Ensure the premises are well maintained, giving a clean image and providing a safe working environment, upholding Health & Safety Regulations, ensuring the shop standards checklist is regularly adhered to.
- To be responsible for the compliance with all Health and Safety matters relating in particular to the Wirral Hospice St John's retail operation, working with the Facilities Manager.
- To investigate and support the handling of any complaints as directed by the Retail Development Manager.
- Ensure all Administration returns, e.g. time sheets, expenses claims, stores requests etc. are timely submitted.

General:

- To attend, relevant external and internal meetings and events as agreed with the Retail Development Manager.
- Represent the team and the hospice at appropriate external events and meetings.
- To participate in an annual performance review or appraisal.
- To support competitor monitoring activity and make recommendations to appropriate colleagues about future ideas or suggested adjustments to existing programmes.
- Help the team to promote fundraising activities to other hospice staff and volunteers to encourage wider participation.
- Support colleagues and participate in fundraising activities that contribute to the hospice's overall income-generation plans.
- To undertake any other tasks, duties or responsibilities as requested by the Income Generation & Marketing Director, Retail Development Manager or other Senior Manager as required.
- Undertake conscientiously such other tasks and responsibilities as may be required and reasonable in the circumstances at the time.
- Hours as required to carry out duties and will **include working Saturdays and/or Sundays**, with days off during the week as appropriate.
- To be willing to work unsociable hours and travel, as required.
- To be prepared to work in another of the Wirral Hospice St John's shops if and when required.

IMPORTANT ADDITIONAL INFORMATION

Driving Licence/Use of Own Vehicle:

As driving forms part of your duties it is an express condition of your employment with the Hospice that:-

- i) You have your own vehicle and use it to undertake your duties; and
- ii) You hold and continue to hold a valid driving licence of the relevant class at all times.

It is your responsibility to ensure that your own vehicle is properly insured to cover your duties, covered by a valid MOT certificate and has a valid road tax at all times. You must provide a copy of the insurance certificate to the Facilities Department.

You must produce your licence for inspection upon request and ensure that you take all necessary steps to continue to hold the licence.

If you lose your licence for any reason you must notify your Manager immediately. If you lose your driving licence and are unable to make alternative arrangements to fulfil your duties which are satisfactory to the Hospice your continued employment may be at risk.

The Hospice will reimburse you in respect of fuel costs for business miles at the Hospice's business mileage rate. This is paid in line with Wirral Hospice St John's Employee Benefits Policy.

Organisational Philosophy of Care, Purpose and Values

Wirral Hospice St John's aims to offer care and support for patients and their families living with a life limiting illness based around what is important to them. It endeavours to meet the holistic needs of our patients – physical, psychological, social and spiritual needs and support their loved ones and carers without discrimination.

Wirral Hospice St John's CARES

So that we can deliver on our Philosophy of Care and Purpose the Hospice has developed the following Values which we uphold in all that we do.

Compassionate:	To care for and support patients, families, colleagues and the wider community with compassion and understanding
Accountable:	To be accountable for our own actions and decisions, and to hold each other to account
Respectful:	To treat others with respect throughout all interactions, acknowledging and considering differing opinions.
Equitable:	To act in an equitable manner for all, ensuring that individual needs are considered and supported
Sustainable:	To manage our resources efficiently, optimising use and value, whilst minimising waste

Safeguarding

Wirral Hospice St John's has a responsibility to ensure that all children/young people and adults are adequately safeguarded and protected and that "Safeguarding is Everyone's Business". As a consequence, all staff are required to adhere to national and local safeguarding policies/procedures and to act upon any concerns in accordance with them.

Equality and Diversity

Wirral Hospice St John's has given its full commitment to the adoption and promotion of the key principles of equality and diversity of equal opportunities contained within current legislation and the Wirral Hospice St John's Equality Policy.

Health and Safety

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore refer any matters of concern through their line manager. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their manager.

Confidentiality

In the course of your duties you will have access to confidential material about patients, members of staff or other hospice business. On no account must information relating to identifiable patients be divulged to anyone other than those authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and or/treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given.

General Data Protection Regulations (GDPR)

Wirral Hospice St John's is required to process personal data relating to its employees, including 'special categories of personal data', as defined in the General Data Protection Regulations 2018 (the 'Act')

All such data will be processed in accordance with the provisions of the Act and the relevant hospice's policies. For the purposes of the Act, the term 'processing' includes the initial collection of personal data, the holding and use of such data, as well as access and disclosure, through to final destruction.

Other

This job description is intended to provide an outline of the duties and responsibilities of this post, it is not exhaustive and may be modified and developed periodically following discussions between the post holder and the relevant line manager.

PERSON SPECIFICATION

Job Title: Shop Manager

Hospice Pay Band: Band 3

Accountable To: Income Generation & Marketing Director

Reports To: Retail Development Manager

Responsible To: Chief Executive Officer

	Essential	Desirable	Evidence
QUALIFICATIONS	<ul style="list-style-type: none"> • GCSE English/Maths • Hold a full, clean UK driving licence • Use of own car 	<ul style="list-style-type: none"> • Educated to 'A' Level 	Application Form
EXPERIENCE & ATTAINMENTS	<ul style="list-style-type: none"> • Experience of working in retail in a managerial or deputy managerial role • Proven competencies in meeting/exceeding targets • Management of staff • Cash handling • Dealing with public • Good administrative and organisational skills • Aptitude for window/other displays • Physically able to carry heavy boxes and bags of donated items (for which training will be given) • Committed to providing a quality and measurable service 	<ul style="list-style-type: none"> • Background in charity retail • Electronic point of sales or similar • Staff/volunteer recruitment and management, including training • Proven competencies in increasing income through retail operations • Experience in purchasing and marketing • Experience in Gift Aid through retail outlets • Understanding compliance requirements of GDPR, ICO, Fundraising Regulator and other charity and legislative bodies 	Application Form / Interview
SKILLS & ATTRIBUTES	<ul style="list-style-type: none"> • Honest, reliable, punctual and trustworthy • Ability to work in a team • Confident 		Application Form / Interview

	<ul style="list-style-type: none"> • Excellent communicator at all levels • Good sense of humour • Accurate • Willingness to get involved with fundraising and hospice events 		
KNOWLEDGE & UNDERSTANDING	<ul style="list-style-type: none"> • Understanding of products being presented • Computer literate, use of internet • Understanding of Health & Safety responsibilities 	<ul style="list-style-type: none"> • Exposure to working for Hospice/similar environment • Knowledge of Wirral & surrounding area 	Application Form / Interview
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Enthusiastic • Enquiring mind • “Can do” attitude • Flexible approach to working hours • Belief in hospice philosophy 		Application Form / Interview