

Job Profile

Job Information	
Job Title	Deputy Shop Manager
Hospice Pay Band	Band 2
Location	Wirral

Job Summary
The post holder reports directly to and works closely with the Shop 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, planned annual leave absences, and occasional unplanned absences. Key objectives of the role include: • To support the management of the day-to-day operation of a Wirral Hospice store. • To achieve and manage income and expenditure targets in line with budgets. • To 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 based. Shop: ▪ To be responsible for achieving income and expenditure targets. ▪ To open and close the unit, ensuring that the advertised trading hours are adhered to. ▪ To ensure high standards of customer service are achieved. ▪ To provide exceptional standards of customer service. ▪ To maximise sales through effective stock management, adhering to pricing policy, eye-catching window displays and in-store merchandising. ▪ To ensure full compliance with financial reporting and cash handling – and that everything is prepared correctly for the pre-arranged collection service. ▪ To ensure Health & Safety standards are met to keep everybody safe on the premises. ▪ To regularly re-configure displays to maximise sales – the role requires stock handling of bags and boxes of clothing, accessories, bric-a-brac, as well as medium to large-sized pieces of furniture. ▪ To encourage and accept 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. ▪ To proactively support promotional and marketing activities to increase footfall and sales. Volunteers: ▪ To support the management of volunteers and the rota, ensuring the unit is adequately covered for trading periods. ▪ 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 hospice's volunteer services team. ▪ To provide guidance and maintain a high level of motivation and morale with good team working. ▪ To support 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 services team.

High Value Goods:

- To work closely with relevant colleagues and volunteers 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 complete 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 & 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 & Safety matters relating in particular to the Wirral Hospice St John's retail operation, working with the Facilities Team Leader.
- To investigate and support the handling of any complaints.
- To 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.
- To 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.
- To help the team to promote fundraising activities to other hospice staff and volunteers to encourage wider participation.
- To 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 your line manager or other senior colleague.
- 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: Deputy Shop Manager
Hospice Pay Band: Band 2
Reports To: Shop Manager, which is overseen by the Deputy Head of Retail (Furniture & Logistics)
Accountable To: Head of Retail, which sits within the Income Generation & Marketing Directorate
Responsible To: Chief Executive Officer

	Essential	Desirable	Evidence
QUALIFICATIONS	• GSCEs Maths/English or equivalent • Hold a full, clean UK driving licence • Use of own car	• Educated to A Level standard	Application Form
EXPERIENCE & ATTAINMENTS	• Experience of working in retail in a supervisory role • Physically able to carry heavy boxes and bags of donated items (for which training will be given) • Ability to work well alone and as part of a team	• Background in charity retail • Electronic point of sales or similar • Working with volunteers • Understanding of Gift Aid in a retail setting • Understanding compliance requirements of GDPR, ICO, Fundraising Regulator and other charity and legislative bodies	Application Form / Interview
SKILLS & ATTRIBUTES	• Excellent communicator at all levels • Able to work on own initiative • Confident • Reliable • Accurate • Team player		Application Form / Interview
KNOWLEDGE & UNDERSTANDING	• Understanding of products being presented • Computer literate, use of internet	• Exposure to working for a charity / hospice	Application Form / Interview

	• Understanding of Health & Safety responsibilities	• Knowledge of Wirral & surrounding area	
OTHER REQUIREMENTS	• Enthusiastic • Enquiring mind • “Can do” attitude • Flexible approach to working hours • Belief in hospice philosophy		Application Form / Interview