
JOB TITLE:	Shop Manager
REPORTS TO:	Area Manager
ACCOUNTABLE TO:	Director of Income Generation & Marketing
BASED AT:	Great Yarmouth

Job Summary

- To take full responsibility for day to day organisation of the above shop
- Achieve agreed financial budgets
- Promote and monitor Gift Aid
- Provide a high standard of customer service and satisfaction at all times to both external and internal customers
- Set and maintain high standards of merchandising, layout and display
- Work with and manage a team of volunteers who are integral to our business

Responsibilities

- Achieve the agreed financial budgets set for the shop
- To take full responsibility for the day to day organisation and running of the shop
- Manage and support a team of volunteers
- Provide a high level of customer service and satisfaction at all times
- Accept donations and thank donors
- Understand and actively promote Gift Aid with donors and customers
- Provide concise training for volunteers on the Gift Aid scheme ensuring understanding of the benefits to St Elizabeth Hospice
- Organise the Volunteer Rota in order to maximise trading hours, and to advise line manager whenever you envisage a problem in trading
- Provide training and support on EPOS till system to staff and volunteers
- Ensure all monetary systems and procedures are adhered to and returns actioned promptly
- Maintain a clean and well-presented shop at all times
- Ensure layout and stock mix reflects current trading conditions
- Donations – Take an active part in the sorting of donations ensuring that high standards are maintained.
- Ensure Gift Aided donations are processed correctly during sorting and when sold
- Implement a culling system as agreed with line manager to ensure regular stock turnover. Agree with Area Manager locations for inter shop transferring of culled and excess stock.
- Agree pricing guide with line manager and communicate to volunteer team
- To be proactive in promoting the shop with the local community and communicate with Marketing any PR opportunities
- Be proactive with regard to stock generation taking advantage of opportunities that exist within the local community

- Action all required administration returns promptly
- Where applicable action appropriate Performance Reviews for staff with the support of the Area Manager
- To ensure all Health & Safety/Fire regulations are understood and complied with at all times
- Report any maintenance issues to Facilities immediately using the correct procedure
- Working closely with the line manager, suggest strategies for increasing income and implement agreed strategies
- Maintain accurate and up to date Volunteer information and inform the Voluntary Services Coordinator of any change
- To ensure an effective communication process is in place between Volunteers and Shop Management. As a member of the wider Income Generation Team working in the community, ensure good communication exists between other members of the Team
- Recruit, train and manage volunteers in all aspects of the shop including, Health & Safety
- Ensure compliance with all organisational policies, procedures and Health & Safety regulations
- Working with line manager, PR & Marketing and Volunteer Development Officer take a proactive role in recruiting Volunteers
- To be responsible for the security of the shop, volunteers and stock
- As part of the wider retail team you may occasionally be required to work in other shops
- To recognise the value of volunteer contribution and play an active part in their support & development where appropriate.

Organisational Responsibilities

- To work at all times within the policies of the Hospice and act within Care Standards at all times
- To ensure effective use of resources
- To recognise signs of stress and facilitate staff support
- To participate in the Hospice education programme and attend training courses as required.
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice
- To promote the Hospice philosophy of care towards patients, relatives and visitors

Because of the special nature of the Hospice and its work the postholder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE HEAD OF RETAIL IN CONJUNCTION WITH THE POSTHOLDER