

**JOB DESCRIPTION:** COMMUNITY HUB MANAGER  
**REPORTS TO:** RETAIL AREA MANAGER  
**ACCOUNTABLE TO:** HEAD OF RETAIL



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## Job Summary

- To take full responsibility for day to day organisation of the community hub
- Achieve agreed financial budgets
- 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
- To manage the café team, ensuring the highest standards are adhered to at all times

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## Responsibilities

- Achieve the agreed financial budgets set for the community hub
- To take full responsibility for the day to day organisation and running of the community hub
- Provide a high level of customer service and satisfaction at all times
- Ensure all monetary systems and procedures are adhered to and returns actioned promptly
- Set and maintain high standards of merchandising, layout and display in both the retail and café side of the hub
- Ensure layout and stock mix reflects current trading conditions
- To order catering supplies ensuring all provisions are correctly stored
- To ensure food hygiene, cleaning and health and safety and fire regulations and requirements are understood and adhered to on a daily basis
- To be responsible for HACCP and update as and when necessary
- Be proactive with regard to stock generation in both the retail unit and café side of the hub, taking advantage of opportunities that exist within the local community
- Working closely with the line manager, suggest strategies for increasing income and implement agreed strategies
- Be responsible for the security of the shop, volunteers and stock
- Accept donations, understand and actively promote Gift Aid with donors and customers
- 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.
- Communicate with line manager over any stocks or shortages in stock mix
- Agree pricing guide with line manager and communicate to volunteer team
- Working with line manager, PR & Marketing and Volunteer Partnership Recruiter take a proactive role in recruiting volunteers
- Manage and support a team of volunteers
- Recruit, train and manage volunteers in all aspects of the community hub including, Health & Safety, liaising where appropriate with the relevant teams
- Provide concise training for volunteers on the Gift Aid scheme ensuring understanding of the benefits to St Elizabeth Hospice
- Provide training and support on Cybertill till system for staff and volunteers
- Organise the volunteer rota in order to maximise trading hours
- Maintain accurate and up to date volunteer information and inform the Volunteer Business Partner of any changes
- Ensure an effective communication process is in place between volunteers and shop management.

- To be proactive in promoting the shop with the local community and communicate with Marketing any PR opportunities
- Where applicable action appropriate performance reviews for staff with the support of the Area Manager
- Report any maintenance issues following the agreed procedure
- As a member of the wider Income Generation Team working in the community, ensure good communication exists between other members of the Team
- Ensure compliance with all organisational policies, procedures, trading standard and health & safety regulations
- 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 uphold the Hospice and individual team values 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



## PERSON SPECIFICATION

### Community Hub Manager

Requirement	Essential/Desirable
<p><b>Qualifications &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Good standard of education in numeracy and literacy</li> <li>• Level 2 Food Hygiene Certificate for catering</li> <li>• Level 3 Food Safety Supervision for catering</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p><b>Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Significant retail/cafe management experience</li> <li>• Experience in a customer focused environment</li> <li>• Experience in charity retail and managing volunteers</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p><b>Specific Skills</b></p> <ul style="list-style-type: none"> <li>• Good written and verbal skills</li> <li>• Good interpersonal and social skills</li> <li>• Experience of merchandising, layout and display</li> <li>• Good leadership, delegation, administrative and organisational skills</li> <li>• Experience of the clothing sector</li> <li>• Experience in a visual merchandising environment</li> <li>• Experience or understanding of Cybertill</li> <li>• Experience of Microsoft Outlook/Word</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Confidence and maturity</li> <li>• Self motivating</li> <li>• Resilience, ability to work under pressure and keep to deadlines</li> <li>• Practical and hands on management style</li> <li>• Flexible</li> <li>• Excellent Team player</li> <li>• Own transport &amp; Current driving licence</li> <li>• Fully vaccinated against Covid</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>