

**JOB TITLE: SHOP 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 shop
  - 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
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### **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
- 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
- Maintain a clean and well-presented shop at all times
- Ensure layout and stock mix reflects current trading conditions
- Be proactive with regard to stock generation 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, Marketing and Hospice Volunteer 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 shop including, Health & Safety
- 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 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 Hospice Volunteer Manager 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
- Action appropriate performance reviews and 1:1s for staff with the support of the Retail Area Manager
- Ensure all Health & Safety/Fire regulations are understood and complied with at all times
- 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  
SHOP MANAGER**

<b>Requirement</b>	<b>Essential/Desirable</b>
<p><b>Qualifications &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Good standard of education in numeracy and literacy</li> </ul>	Essential
<p><b>Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Proven retail management experience</li> <li>• Experience in a customer focused environment</li> <li>• Experience in charity retail and managing volunteers</li> </ul>	Essential Essential Desirable
<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 EPOS</li> <li>• Experience of Microsoft Outlook/Word</li> </ul>	Essential Essential Essential Essential Desirable Desirable Desirable Desirable
<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>• Team player</li> <li>• Own transport and current driving licence</li> <li>• Fully vaccinated against COVID</li> </ul>	All Essential      Desirable