

JOB DESCRIPTION: MOBILE SHOP MANAGER
REPORTS TO: RETAIL AREA MANAGER/HEAD OF RETAIL
ACCOUNTABLE TO: DIRECTOR OF INCOME GENERATION
BASED AT: MOBILE



JOB SUMMARY

- To provide additional management cover in retail outlets. This will include days off, annual leave, new shop openings and vacancies.
- Flexibility to hours/days worked is required, as is the ability to work up to a maximum of 37.5 hours per week when required.
- Provide a high standard of customer service and satisfaction at all times to both external and internal customers
- Promote and monitor Gift Aid
- Maintain a high standard of merchandising, layout and display
- Work with and manage volunteers who are integral to our business

RESPONSIBILITIES

- Working with all members of the retail management team as designated, take responsibility to ensure the smooth running of the relevant hospice outlet
- Agree with location manager an action plan and priorities during the relief period
- Manage and support the team of volunteers.
- Ensure all monetary systems and procedures are adhered to and returns actioned promptly.
- Maintain a high standard of service with both donors and customers
- 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.
- Communicate with line manager/distribution any over stocks or shortages in stock mix
- Ensure Gift Aided donations are processed correctly during sorting and when sold
- Following the agreed culling process
- Follow agreed pricing guide for each location
- 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
- Communicate effectively with 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.
- Ensure compliance with all organisational policies, procedures and Health & Safety regulations.
- To be responsible for security of premises, volunteers and stock when providing cover
- Provide handover notes when cover period has finished
- 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, you 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.

O U R V A L U E S



stelizabethhospice.org.uk

PERSON SPECIFICATION

Mobile Shop Manager

Requirement	Essential/Desirable
Qualifications & Training	
Good standard of education in numeracy and literacy	Essential
Knowledge & Experience	
Proven retail management experience	Essential
Experience in a customer focused environment	Essential
Experience in charity retail and managing volunteers	Desirable
Specific Skills	
Good written and verbal skills	Essential
Good interpersonal and social skills	Essential
Experience of merchandising, layout and display	Essential
Good leadership, delegation, administrative and organisational skills	Essential
Experience of the clothing sector	Desirable
Experience in a visual merchandising environment	Desirable
Experience or understanding of Cyber Till	Desirable
Experience of Microsoft Outlook/Word	Desirable
Personal Qualities	
Confidence and maturity	Essential
Self-motivating	Essential
Resilience, ability to work under pressure and keep to deadlines	Essential
Practical and hands on management style	Essential
Flexible	Essential
Team player	Essential
Own transport & current driving licence	Essential