

**JOB DESCRIPTION:
REPORTS TO:**

**HOP HQ WEEKEND SHOP MANAGER
COMMUNITY & PROJECTS MANAGER/
ART TRAIL ASSISTANT PROJECT MANAGER
HOP HQ – BUTTERMARKET IPSWICH**



JOB SUMMARY

- To provide weekend management cover each weekend at Hop HQ while the trail is live from 21st June to 29th August 2025
 - Provide a high standard of customer service and satisfaction at all times to both external and internal customers
 - Maintain a high standard of merchandising, layout and display
 - Work with and manage volunteers who are integral to our business
 - Ensure transactional sales of merchandise and goods
 - Act as a point of contact for art trail related enquiries
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SAFEGUARDING RESPONSIBILITIES

- Demonstrate a commitment to keeping adults and young people safe
- Report any disclosure made to you to the appropriate person
- Report any safeguarding concerns in the workplace to the appropriate person
- Maintain an awareness of the Hospice's policies in relation to safeguarding

RESPONSIBILITIES

- To take responsibility to ensure the smooth running of the Hop HQ retail outlet
- 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
- Communicate with the Assistant Project Manager/New Goods Manager any stocks issues or shortages
- Follow agreed pricing guide for each product
- 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 on duty
- Provide handover notes, update and feedback following each weekend worked
- To recognise the value of volunteer contribution and play an active part in their support & development where appropriate.
- Act as a point of contact for members of the public who may have questions and queries relating to the Hop To it! Suffolk art trail.

ORGANISATION 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 LINE MANAGER IN CONJUNCTION WITH THE POSTHOLDER.



PERSON SPECIFICATION

Hop HQ Weekend 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 managing volunteers	Desirable
Specific Skills	
Good written and verbal skills	Essential
Good interpersonal and social skills	Essential
Good leadership, administrative and organisational skills	Essential
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	Desirable