

st elizabeth hospice

Job title:	Mobile Shop Manager
Reports to:	Retail Area Manager
Department:	Retail
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.

Safeguarding responsibilities:

- To demonstrate a commitment to keeping adults and young people safe
- To report any disclosure made to you to the appropriate person
- To report any safeguarding concerns in the workplace to the appropriate person
- To maintain an awareness of the hospice's policies in relation to safeguarding

Key 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.

Responsibilities for all staff:

- Act as a positive ambassador for St Elizabeth Hospice
- Where the postholder is a member of a professional body, comply to the professional standards set by that body. Ensure registration is current and practice continuous professional development.
- 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 standards of care and engagement.

This job description is not necessarily exhaustive and may be subject to review by the line manager in conjunction with the postholder.

Person specification: Mobile Shop Manager

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