st elizabeth hospice

Job title:	Community Hub Assistant Manager
Reports to:	Community Hub Manager / Retail Area Manager
Department:	Retail
Based at:	Moments, Heath Road

Job summary:

- Working with the Community Hub Manager to take responsibility for day-to-day organisation of the hub.
- Achieve agreed financial budgets
- Promote and monitor Gift Aid
- Provide a high standard of customer service and satisfaction at all times to both external and internal customers
- Maintain high standards of merchandising, layout and display
- Work with and manage a team of volunteers who are integral to our business
- Manage the café team, ensuring the highest standards are adhered to at all times
- Provide cover across the local portfolio of retail shops as required by Area Manager to cover holiday and sickness

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:

- Achieve the agreed financial budgets set for the hub.
- Working with the Hub Manager take responsibility for the day-to-day organisation and running of the community hub.
- Manage and support a team of volunteers
- Provide a high standard of customer service and satisfaction at all times to both external and internal customers
- Accept donations and thank donors
- Understand and actively promote Gift Aid with donors and customers
- Assist in the training of volunteers on the Gift Aid scheme ensuring understanding of the benefits to St Elizabeth Hospice
- Working with the manager organise the volunteer rota in order to maximise trading hours, and to advise line manager whenever you envisage a problem in trading
- Provide training and support on Cybertill system to staff and volunteers
- Ensure all monetary systems and procedures are adhered to and returns actioned promptly
- Maintain a clean and well-presented hub 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 management/distribution over any stocks or shortages in stock mix.
- Ensure Gift Aided donations are processed correctly during sorting and when sold
- Manage the culling system as agreed to ensure regular stock turnover.
- Follow pricing guide set for the hub and ensure volunteer team follow the guide
- To be proactive in promoting the hub with the local communities and communicate with Marketing any opportunities
- Be proactive with regard to stock generation taking advantage of opportunities that exist within the local community
- 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
- Working closely with the Hub Manager suggest strategies for increasing income and implement agreed strategies
- Assist in the recruitment, training and managing of volunteers in all aspects of the hub including, Health & Safety
- Ensure compliance with all organisational policies, procedures and Health & Safety regulations
- Working with the manager organise the volunteer rota in order to maximise trading hours, and advise line manager whenever you envisage a problem in trading
- Maintain accurate and up to date volunteer information and inform the Hospice Volunteer Recruiter of any changes
- To ensure an effective communication process is in place between Volunteers and Hub Management.
- As a member of the wider Income Generation Team working in the community, ensure good communication exists between other members of the Team
- Working with line manager, Marketing and Hospice Volunteer Recruiter take a proactive role in recruiting volunteers
- To be responsible for the security of the hub, volunteers and stock
- As part of the wider retail team you may be required to work in other locations as directed by your Area Manager to cover other retail hubs
- 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: Community Hub Assistant Manager

Requirement	Essential	Desirable
Qualifications & training	• Good standard of education in numeracy and literacy	
Knowledge & experience	• Experience in a customer focused environment	• Proven retail management experience • Experience in charity retail and managing volunteers
Specific skills	• Good written and verbal skills • Good interpersonal and social skills • Good leadership, delegation, administrative and organisational skills	• Experience of merchandising, layout and display • Experience of the clothing sector • Experience in a visual merchandising environment. • Experience or understanding of EPOS • 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	