



Job description

Post: Dual Site Shop Manager

Department: Retail

Reports to: Area Manager

This post involves co-ordinating all retail activity across two shops within a local town. This includes leading a team of sales staff & volunteers to ensure there is an effective workforce in place to achieve shop KPI's and deliver excellent customer service across the shops. The Dual Site Manager will split their time between two shops, accordingly to satisfy the commercial needs of the business.

The post holder will be fully accountable for both shops profits and increasing income, and must maintain high standards of presentation and good working practices throughout both shops. Direct reports: all Assistant Managers and Sales Assistants.

Our values and behaviours

“Working together because we care”

Our I – CARE values inspire us and they are at the heart of everything we do.

I CARE

<i>Integrity</i>	<ul style="list-style-type: none"> • <i>We are honest and open</i> • <i>We are trustworthy and authentic in our dealings with others</i> • <i>We always try to do the right thing</i>
<i>Compassion</i>	<ul style="list-style-type: none"> • <i>We are kind, supportive and caring</i> • <i>We have empathy and listen to those around us</i> • <i>We are warm and positive in our interactions</i>
<i>Accountability</i>	<ul style="list-style-type: none"> • <i>We work together to make the Hospice's vision a reality</i> • <i>We take responsibility for our work, performance and behavior</i> • <i>We acknowledge and learn from our mistakes</i>
<i>Respect</i>	<ul style="list-style-type: none"> • <i>We are inclusive, we value difference and work together effectively</i> • <i>We are sensitive to the thoughts, feelings and opinions of others</i> • <i>We treat everybody with dignity</i>
<i>Excellence</i>	<ul style="list-style-type: none"> • <i>We aim to be our best</i> • <i>We are forward-thinking and open to change</i> • <i>We share our skills, expertise and learning, striving for excellence together</i>

Key responsibilities

1. To communicate and present the Income Generation plans for the future openly, clearly and enthusiastically.
2. To establish and develop constructive and productive working relationships with all colleagues to meet or exceed shop income targets by maximising daily takings and gift aid through good retail practice and high standards of customer service.
3. To implement and maintain quality control procedures and standards of stock preparation maintaining an agreed pricing and presentation structure across all departments utilising all EPOS sales reporting information to make informed space allocation decisions.
4. To coach and train all shop staff on procedures for bought in goods, controlling stock for display to maximise sell through.
5. To ensure all staff are trained to use the EPOS system effectively to achieve tilling standards and improve data capture, stock control and sales analysis to maximise shop profitability.
6. To monitor and maintain set standards for cash handling, banking and security, investigate variances & retrain or performance manage as appropriate with support from the Area Manager & People Services
7. To engage with, support and promote all income generation initiatives and ensure any projects are managed effectively within budgets and timescales.
8. To set up and implement a shop training plan for all shop staff, including new recruits and volunteers using all training resources available to make best use of their abilities through mentoring and coaching
9. Carry out Assistant Manager staff appraisals and performance reviews including training and development needs.
10. To support and motivate shop teams in all aspects of retail development through agreed SMART objective setting, providing and evaluating appropriate and agreed learning and development outcomes, appraising and reviewing achievements and providing constructive criticism
11. To develop an environment of professional respect and offer mutual support the shop team
12. To take responsibility for providing appropriate shop cover by utilising relief support staff, sales assistants and volunteer rota and actively promote recruitment of new volunteers.
13. To monitor, respond to and report back on competitor activity.
14. To attend and participate in meetings and training sessions as required.
15. To support shop staff to maintain agreed standards for Health and Safety, housekeeping standards and overall security of shop premises reporting issues arising to the Area Manager.
16. To visit both allocated shops weekly and provide cover as required by the weekly rota.
17. To undertake any other such duties or general tasks and hours of work as may reasonably be required and to work in other locations within the Hospice.
18. Lead by example, exemplifying the Hospice values and behaviours and retain information in confidence demonstrating integrity and honesty.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

This job description will be reviewed and amended in the light of changing professional demands.

Signature:

Date:



Personal specification

Post:	Dual Site Shop Manager
Department:	Retail

Qualifications and Training

- Up to GCSE standard or equivalent
- Management training – Apprenticeship level 3 or 4
- Retail skills training
- Recognised training in charity or voluntary sector

Work background and experience

- Proven track record in a multi-site retail environment
- Proven track record in retail in supervisory or management position
- Proven track record of people management and development
- Experience of women's fashions (brands, quality, fashion trends)
- Experience of furniture & home wares (brands, quality, trends)
- Knowledge of collectibles

Particular skills and aptitudes

- Team leadership skills
- Good communication and problem-solving skills
- Good planning, prioritizing and organisation skills
- Be able to demonstrate continual personal development and positive approach to work
- Good understanding of visual merchandising, shop layouts and window design
- Able to prioritise and manage own and others' time
- Able to coach and train others

Personal qualities and other requirements

- Practical
- Self-motivated
- Friendly and outgoing
- Patient
- Listening skills
- Positive attitude to change
- Awareness of, and commitment to the Mission, Vision and Values of the Hospice

Other Requirements

- Able to travel between assigned shops and attend training and meetings.