

JOB DESCRIPTION

'Happy to talk about flexible working'

Job title:	Floor Manager
Department:	Retail – Harborne Shop
Hospice band:	Retail Band 3
Reports to:	Superstore General Manager
Responsible for:	Supervision of Shop Staff and Volunteers
DBS required	No

Job purpose

As a floor manager in our flagship superstore, you will play an integral part of our success. You will ensure that the shop floor runs smoothly and efficiently and that all our customers receive a positive shopping experience.

You will supervise and coach shop staff and volunteers to meet and exceed income targets, and provide support to the Retail Area Manager and Superstore General Manager as and when needed.

You will be responsible for the overseeing the day-to-day operations of the shop floor, including visual merchandising, stock rotation and health and safety.

Main duties and responsibilities

Shop Operations

- Drive and maximise store sales, together with the team to meet and exceed targets
- Ensure shop floor is up to brand standards at all times
- Maintain and be responsible for high standards of visual merchandising, ensuring good stock rotation and replenishment
- Carry out opening and closing procedures
- Ensure all sales are recording the till (POS), all monies are secure and that the till procedures are adhered to
- To ensure banking of monies is completed daily
- Ensure the shop is clean, tidy and hazard free
- Contribute to the development and use of E-Commerce for furniture sales, house clearances etc (using Facebook Market Place, or similar)
- Promote shop and retail activities via social media

Customer Service and Experience

- Always ensure customers receive the highest standards of customer service



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

- Actively seek and drive customer engagement, seeking feedback to continuously improve the services offered
- Provide regular updates to colleagues on the feedback received
- Resolve customer complaints in a timely and efficient manner
- To be a key holder for the shop and ensure that premises are secure

Management and Leadership

- Provide daily supervision to a team of staff and volunteers
- Lead by example, coaching and developing the team of colleagues and volunteers
- Inspire, motivate and train colleagues and volunteers to deliver the highest standards of customer service
- Supporting the Retail Area Manager and Superstore General Manager with the recruitment of new staff and volunteers

Other duties

- Provide cover for the Superstore General Manager, when required
- To contribute to development and delivery of community projects, initiatives, and events
- To be an ambassador for Birmingham Hospice

General duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

Equality and Diversity

- The hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and safety



Kindness



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- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.
- All employees must comply with all hospice health and safety procedures infection control.
- The prevention and control of infection is the responsibility of everyone who is employed by the hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional development

- All employees must participate in an annual appraisal and develop a personal development plan with their line manager.
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding children, young people and vulnerable adults

- The hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment pandemic or major incident.
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs.

PERSON SPECIFICATION

Job title:	Shop Floor Manager
Department:	Retail – Harborne
Hospice band:	Retail Band 3

Requirements	Essential	Desirable	How identified
Education and qualifications	<ul style="list-style-type: none"> • Good standard of education 	<ul style="list-style-type: none"> • GCSE English & Maths • Retail/Customer Service qualifications/training 	A, C
Knowledge and experience	<ul style="list-style-type: none"> • Significant retail experience • Experience of retail management or supervision • Experience of managing and working in teams • Experience of working with sales targets • Experience of shop merchandising • Experience of exceeding customers' expectations • Experience of dealing with customer complaints, difficult customers and situations • Knowledge of collectibles/fashion/home • Cash handling experience and till operation 	<ul style="list-style-type: none"> • Charity retail experience • Basic social media skills, or a willingness to learn • Knowledge of how Gift Aid operates within charity shops • Understanding of e-commerce, ebay, facebook marketplace and online selling • Experience of selling second hand/preloved goods and compliance with relevant health and safety legislation 	A, I A, I A, I A, I A, I A, I A, I A, I

Personal skills and attributes	• Confident communication skills		I
	• Excellent organisation and time management skills		I, T
	• Able to build positive relationships both internally and externally		I
	• Basic computer skills (e-mail, internet etc)		I, T
	• Enthusiasm		I
	• Flexibility		I
	• Excellent team player		I

A= Application form

I=Interview

T=Test

C=Certificate



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