



# Job Description & Person Specification

**Douglas Macmillan Hospice**  
Barlaston Road, Stoke-on-Trent, ST3 3NZ

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<b>Job Title:</b>	Cluster Manager – Dougie Mac Charity Shops
<b>Responsible to:</b>	Head of Retail
<b>Accountable to:</b>	Director of Income Generation
<b>Published:</b>	September 2020
<b>Last Updated:</b>	November 2024

## Department Summary

Dougie Mac Retail function run 21 charity shops across North Staffordshire, plus an E-bay platform and a Recycling and Service Centre. We employ over 90 staff and are supported by 500 volunteers. The income from our Retail activities plays a crucial role in funding palliative care for incurable conditions for adults, children and young adults wherever and whenever local people need us.

## Job Summary:

Working with the Head of Retail, you will provide effective leadership for a defined group of Dougie Mac shops. Your goal is to ensure Shops operate efficiently and effectively, following organisation Policies and Dougie Mac Shops guidelines, processes and procedure.

You will provide leadership, coaching and guidance to your cluster of 7/8 shops. Fostering a culture of interdependence, professionalism, teamwork, wellbeing and continuous improvement. Ultimately you will ensure every member of the team; line managed by the role, feels supported and enabled to perform to their full potential whilst ensuring suitable training is provided from induction through to ongoing role specific learning and development, maintaining a healthy and safe working environment. Upholding the Hospice CARE values at all times.

## Duties & Responsibilities:

### Leadership and Management:

- Lead, motivate and support a group of shop managers and their teams to achieve income and expenditure budgets and operational goals. Seeking to exceed the net figure whenever possible.
- Foster a positive and inclusive culture across all shops.
- Ensure equitable allocation of work and resources, including team rotas, annual leave, and absence management.

### Are you interested?

To find out more or to apply please visit our website: [www.dmhospice.org.uk](http://www.dmhospice.org.uk) or contact HR via **Telephone:** 01782 344300 or **Email:** [applynow@dmhospice.org.uk](mailto:applynow@dmhospice.org.uk) for an application pack.

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- Support shop teams as needed, spending quality time with each shop to fully understand the needs and priorities of each individual shop team. Whole days at least once every 3 weeks.
- Provide professional expertise, advice, coaching, and mentorship to your team to enable individuals to perform to their true potential.
- Conduct regular performance reviews and provide constructive feedback and development plans.
- Participate in the recruitment of staff from selection to interviewing.
- Contribute to and lead meetings as required, using a range of media as well as face to face.
- Maintain good staff relations and morale through effective clear communication of information and always adopting best practice.
- Ensure adherence to hospice policies and procedures.
- Investigate incidents and complaints promptly and professionally, providing reports with conclusions and recommendations.
- Work with other senior leads with the Retail team, the wider income generation directorate and the whole hospice as and when required.
- Work with Head of Retail and other Cluster Managers to create one team avoiding silo working practices within individual shops and clusters of Shops.
- Exercising stewardship of hospice resources is paramount: from own time to staff time; employment of volunteer time wherever possible and financial resources – wise stewardship contributes to our success in delivering the highest return on the donated £1.

### Ongoing Performance Development:

- Performance manage staff, including conducting annual appraisals, monthly supervision meetings, and developing reporting processes.
- Ensure personal and team compliance with compulsory training requirements.
- Identify training and education needs and seek out resources.
- Assist in orientation and induction of new colleagues and volunteers.
- Stay abreast of sector developments and take responsibility for personal continuous professional development.
- Plan ongoing professional and self-development through in-house training and courses.
- Promote and engage staff in new ways of working, including the use of technology.
- Encourage continuous learning and personal growth within the team.

### Dougie Mac Values:

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

### Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.

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- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

#### **Safety Health Environment (SHE):**

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures.
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc. and ensure that they follow the processes and procedures as outlined in the training.
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

#### **Quality:**

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
  - familiarise themselves with the policies and procedures relevant to their role.
  - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
  - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
  - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
  - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

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Person Specification:		
	Essential	Desirable
<b>Qualifications &amp; Training*</b> <i>Professional and past basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> <li>- GCSE Maths and English</li> <li>- Good standard of spoken English</li> <li>- Good standard of numeracy skills</li> <li>- Some evidence of continual personal professional development</li> </ul>	<ul style="list-style-type: none"> <li>- Further qualifications</li> <li>- Health &amp; Safety, First Aid Training</li> <li>- Significant evidence of continuous professional development.</li> </ul>
<b>Experience</b> <i>Type and level of job related experience required(expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- Retail Area specific Management / Team Leader</li> <li>- 2 years in a retail sales operation</li> <li>-Management of more than 5 members of staff</li> <li>- Leading and motivating a small team</li> <li>-Working with EPOS technology</li> <li>- Undertaking line management duties including HR matters, producing rota's, organising cover</li> </ul>	<ul style="list-style-type: none"> <li>- Charity retail sector</li> <li>- Working with a diverse group of people</li> <li>- Handling and banking cash</li> <li>- Complaint handling</li> <li>- Working with, managing and motivating volunteers</li> </ul>
<b>Skills &amp; Knowledge</b> <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- Leadership skills</li> <li>-Interpersonal and communication skills.</li> <li>- Ability to manage staff and forward plan</li> <li>- Effective customer care skills, including how to understand, deliver and manage customer expectations.</li> <li>- Excellent IT skills – use of emails, excel, word</li> <li>- Excellent organisation skills.</li> <li>- Excellent interpersonal skills.</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge and appreciation of Charity Retail &amp; Charity Commission guidelines and regulations</li> <li>- Knowledge of Cybertill or similar EPOS</li> <li>- Pricing and product knowledge</li> <li>- Interviewing skills- Knowledge of manual handling of objects/stock or similar</li> <li>-Understanding of Gift Aid in charity retailing sector</li> </ul>
<b>Aptitudes &amp; Attributes</b> <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	<ul style="list-style-type: none"> <li>- Self-motivated and have initiative</li> <li>- Have an excellent face to face &amp; telephone manner, clear diction and enunciation.</li> <li>- Resourceful, creative, a 'can do' approach</li> <li>- Ability to prioritise tasks, appropriately delegate and manage time effectively.</li> <li>- Team player</li> <li>- Diplomatic and tactful</li> </ul>	<ul style="list-style-type: none"> <li>- Good at overcoming and dealing with adversities</li> </ul>
<b>Other Job Requirements</b> <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<ul style="list-style-type: none"> <li>- Conform to accepted codes of dress, termed smart but practical for business needs.</li> <li>- Able to regularly work contracted hours on any of the 6 days the business operates</li> <li>- Able to meet the physical requirement of the role, e.g. bending, lifting, carrying (sometimes heavy loads) and climbing stairs.</li> </ul>	<ul style="list-style-type: none"> <li>- Access to a vehicle and have driving license for attendance at Head Office meetings from time to time.</li> </ul>

## \*National Qualification Framework

National Qualifications Framework		Framework for Higher Education levels (FHEQ)	
8	Specialist awards	Doctoral (D)	- Doctorates
7	Level 7 Diploma (Professional Qualifications)	Masters (M)	- Masters degree, post graduate certificates and diplomas
6	Level 6 Diploma (Professional Qualifications)	Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
5	Level 5 BTEC HND	Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
4	Level 4 Certificate	Certificates (C)	- Certificates of higher education.
3	Level 3 Certificate (OND), Level 3 NVQ, A levels		
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C		
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G		
Entry	Entry Level Certificate in Adult Literacy		

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