



JOB DESCRIPTION

Overview of Role

Job title	Shop Manager
Reports to	Retail Support Manager
Hours	37.5
Contract	Full time Permanent
Location	TBC
Holiday	27 days per year (for a full-time member of staff, pro-rata for part-time staff)

Leeds Hospitals Charity

Leeds Hospitals Charity is proud to support Leeds Teaching Hospitals NHS Trust. The Trust comprises seven hospitals and a dental institute, including Leeds General Infirmary, St James's University Hospital, Leeds Children's Hospital and Leeds Cancer Centre. At Leeds Hospitals Charity, we work with NHS staff to improve the experience of patients and families. We're passionate about healthcare and about making our hospitals amazing.

About the role

Reporting to the Retail Support Manager, the Shop Manager role will play a key part in driving the success of one of Leeds Hospitals Charity's shops during an exciting period of growth and expansion.

The post holder will manage a team of staff and volunteers, ensuring the day-to-day operations of the shop run smoothly. They will be responsible for managing their team of people, maximising donations, sales, and profitability, while fostering a supportive and collaborative team environment. In addition, the Shop Manager will engage with the local community to encourage donations, recruit new volunteers, and raise vital funds to support Leeds Hospitals and their staff. Ensuring a positive

customer experience, managing stock effectively, and delivering strong financial performance will be essential in this role.

Key Job specifics and responsibilities

People & Culture Management

- Create a warm, organised, and enjoyable working environment where staff and volunteer colleagues can thrive and be their best selves.
- Inspire, support, and guide the team to reach their full potential by leading with values-driven behaviour.
- Foster a supportive team atmosphere that aligns with the wellbeing culture of Leeds Hospitals Charity.
- Promote training and development by ensuring all mandatory training and performance reviews are completed in a timely manner.
- Actively recruit volunteers to assist in achieving our targeted hours and income.
- Ensure all colleagues are informed of important updates, promotions, and information related to Leeds Hospitals Charity, and uphold compliance with our policies.
- Lead and encourage the team to collaborate effectively towards shared goals and achieve outstanding results.
- Maintain accurate and up-to-date personal records for all team members.
- Ensure that staff and volunteers adhere to the policies and procedures of Leeds Hospitals Charity.
- Role model Leeds Hospitals Charities values at all times, leading by example and ensuring all team members adhere to these values at all times

Sales and Profit

- Achieve profit targets by maximising sales and minimising costs to keep our profit and loss statement on track.
- Oversee sorting room operations, getting hands-on when needed to support the team.
- Ensure that key items across all stock categories are always available for our customers.
- Develop and implement an effective plan to generate stock and raise customer awareness.
- Explore all cost-effective income streams, while ensuring all colleagues receive thorough training on processes and procedures.
- Implement promotions in the shop in line with Leeds Hospitals Charity guidelines to engage our customers.
- Stay responsive to sales trends and analyse data to make positive decisions that impact performance.
- Maintain high standards of visual merchandising and housekeeping throughout the Shop.
- Ensure that all colleagues provide a warm and welcoming customer service experience.
- Boost Shop profits by driving Gift Aid income and ensuring compliance in a straightforward manner.

- Support with the opening or running of other shops within the estate as required.
- Collaborate with other Leeds Hospitals Charity teams, such as volunteering and fundraising, within in the local community by enthusiastically supporting events and campaigns.
- Make it easy for customers to access our services, including donations and volunteering with a friendly approach.
- Show drive and enthusiasm to inspire others in delivering outstanding customer experiences.

Customer Service

- Make our customers feel valued by simplifying the donation and purchasing processes.
- Handle customer complaints promptly and professionally to ensure a positive experience.
- Always do the right thing for our customers and go the extra mile to meet their needs.

Stock Management

- Select and price stock in line with Leeds Hospitals Charity price guides to maximise sales.
- Ensure that collections and deliveries are carried out efficiently and on time to meet customer needs.
- Shop stock safely and in compliance with health and safety regulations.
- Follow all guidelines related to the sale and stock control of new goods.

Managing Loss

- Ensure compliance with all audit requirements for security and income protection.
- Follow all Leeds Hospitals Charity policies related to cash handling and security procedures.
- Adhere to GDPR guidelines to ensure all personal data is stored correctly and securely.
- Maintain the security of the building at all times to protect our team and customers.

Health and Safety & Compliance

- Provide a safe environment that protects all Shop colleagues and the general public.
- Ensure all colleagues comply with health and safety regulations and operational procedures as per Leeds Hospitals Charity policies.
- Carry out daily and weekly checks in accordance with Leeds Hospitals Charity guidelines.
- Ensure appropriate personal protective equipment (PPE) is used when required.

Other

Confidentiality and Data Protection Act

All employees of the Charity must not, without prior permission, disclose any information regarding patients or staff. In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Health & Safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and policies on health and safety

Service Excellence

All staff are required to support the Charity's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

Equality Diversity & Inclusion

No job applicant or employee is discriminated against either directly or indirectly. The Charity commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and provides of its services are treated according to their needs

Disclosure & Barring Service

If you are offered a position, you may be required to undertake a DBS. The Charity may administer the DBS check on your behalf or you may be asked to undertake it yourself and report the result. The Charity will cover the cost. You may also be required to participate in the DBS Update Service. This is a condition of your employment.

Review of Job Description

This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager and amended in the light of the changing needs of the organisation, in which case it will be reviewed in conjunction with the post holder.

Terms & Conditions

As this post is based on NHS hospital premises, this post is exempt from the Rehabilitation of Offenders Act 1974, meaning that any criminal conviction must be made known at the time of application and interview. The NHS Employment Checks Standard will apply to all applicants.

Charity Activity

Charitable Activities 20% Raising Funds 80%

PERSON SPECIFICATION

Criteria	Measured by:
Knowledge & Experience	
Essential	<ul style="list-style-type: none"> • Experience of working in a customer facing role and leading a team in charity • Experience working with volunteers • Awareness of safeguarding best practice • Previous experience of people management and a proven track record of people development • Thriving in a fast pace environment • Good numerical skills • Good Organisational skills • Proficient with all of the Microsoft Office suite • IT literate with knowledge of digital platforms • Ability to use technology to promote your Shop • Good numerical skills • Good Organisational skills
Skills and Attributes	
Essential	<ul style="list-style-type: none"> • Create a safe and inclusive environment where people feel able to, and are expected to, speak up and challenge • Make timely, evidence-based decisions • Be flexible and open to different and new ways of working • Make bold decisions and take action if things are not working • Cascade relevant information to create inspired and well-informed teams • Be inclusive and fair in my approach to managing and developing teams
Education/Qualifications/Professional Registration	

Essential	<ul style="list-style-type: none"> • Good numeracy and literacy skills 	CV/Application form/Certificates
Other		
Essential	<ul style="list-style-type: none"> • An understanding of and able to demonstrate the Leeds Hospitals Charity values. 	CV/Application form/Certificates