

# Thames hospice

**Job Title:** Area Support Manager

**Salary:** £29,698 per year (plus enhancement for Sunday working at 1.66 / time plus two thirds)

**Location:** Various store locations within a 25-mile radius of Maidenhead

**Hours:** 40 hours per week, including Saturday and Sunday on rota

**Reports to:** Retail Area Manager

**Responsible for:** All shop staff and volunteers where relief management support is being provided

**Purpose of Job:**

To be responsible for the day to day management of the shop, providing relief management cover for sickness, holiday or vacancies including:

- Effectively driving and exceeding sales targets and managing KPI targets
- Motivating and managing a team of staff and volunteers
- providing the highest quality of service to represent Thames Hospice on the high street
- Regular travel to all Thames Hospice shops will be required.

**Main Tasks:**

**Sales & Profits**

- To meet budgeted sales targets and maximise profit through effective use of commercial reports to manage shop performance
- Assist in the timely and accurate completion of weekly paperwork
- Follow agreed cash handling procedures
- Take responsibility for daily banking
- Manage stocktakes of new goods as required
- To promote Gift Aid, including training of all staff and volunteers and ensure all administration procedures are followed in line with HMRC regulations.

**Customer Service**

- Create a welcoming, happy and professional atmosphere for customers and the shop team
- Provide excellent customer service at all times
- Maintain high standards of visual merchandising, window displays and housekeeping
- To proactively promote Thames Hospice in the community

**Team Building and Leadership**

- To provide leadership to motivate the shop team to deliver targets and excellent customer service
- To line manage a team of staff in the shop being covered on a temporary basis. This may include arranging appropriate staffing levels, staff recruitment, induction, supervision via one to one meetings, development, appraisals and regular team meetings.
- To recruit, train and support volunteers ensuring they have sufficient training and development opportunities to maximise their potential

## **Management**

- To support the delivery of all tasks to ensure the safe, smooth and efficient running of the organisation
- To support the recruitment of team members ensuring we attract good candidates, maintain engagement throughout the recruitment process and support their induction and probationary period
- To ensure people feel engaged and motivated to work for Thames Hospice in accordance with our Values (CARE) and activities related to the staff survey
- To ensure the mental and physical wellbeing of the team and individual colleagues is reviewed and supported, delivering good attendance and excellent support where necessary
- To ensure team members have a development plan and the ability to complete the statutory and mandatory training and access opportunities to develop their behaviours and core skills each year, leading to promotion or change of role where appropriate
- To monitor turnover and take proactive steps to improve retention and support people thought out their employment life cycle
- To promote the organisation which may include fundraising and marketing, enhance our reputation and role model the Values of Thames Hospice

## **Organisation**

- Manage the team of staff and volunteers in the day to day running of the shop
- Operate the agreed stock rotation system, regularly updating stock
- Operate the agreed pricing structure to maximise profits from the sale of donated goods
- Ensure high value donated stock items, or speciality items are identified & recorded, and when appropriate, are transferred to the relevant Thames Hospice shop or team
- Manage an efficient back room operation including storage of stock and re-cycling of waste
- Management and stock control of bought in goods
- To monitor the overall maintenance of the shop, reporting any issues appropriately
- Being a key holder and part of the out of hours on call rota when required

## **Planning**

- To plan for and manage the day to day operation of the shop including;
  - Planning and managing deliveries and collections, assisting drivers as required
  - Managing stock levels and effective stock processing
  - Managing and maintaining the staff and volunteer rotas to ensure adequate cover is provided during trading hours, planning for days off, leave and possible sickness.

## **Legal/Security**

- Ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site
- To ensure all staff and volunteers are trained in fire/evacuation procedures
- To ensure data protection legislation is complied with, particular in Gift Aid and staff records.
- Follow Thames Hospice procedures when handling money and goods and ensure adequate security of the shop, its personnel, money and goods
- To report all accidents and incidents promptly, using the designated form.
- To act as the accountable key holder for the shop and maintain effective security measures in relation to the banking of takings, security of stock and the shop premises.

### **Working with others**

- Be flexible, and be willing to work additional hours, when required
- To undertake such other tasks as may be reasonably required from time to time e.g. roll out of new initiatives or projects
- To be flexible and willing to travel to various shops
- Travel to retail manager meetings and training sessions as required
- Engage & support activities of the wider organisation e.g. fundraising, marketing, and volunteering.
- To maintain excellent knowledge of Thames Hospice in order that customers, staff and volunteer queries can be answered correctly
- Positively promote the work of the organisation building & developing positive internal and external relationships.

### **General**

- Some manual handling - lifting, carrying and sorting stock.
- Use of steaming machine to steam clothes
- Proportion of day spent working on a computer, inputting information
- Occasionally dealing with difficult/challenging customers

### **Working Pattern**

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work, and will involve a regular element of weekend working.

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

Our values are the essence of our culture and inspire our behaviour. They are:

#### **Our Values**

Our values are the essence of our culture and inspire our behaviour.

**Compassion** – we treat everyone with kindness and compassion, providing a secure and caring environment.

**Ambition** – our desire and determination to succeed in meeting the growing needs of our local community.

**Respect** – we believe in treating everyone with dignity and respect.

**Excellence** – we are committed to delivering and demonstrating excellence in everything we do.

## Person Specification

Please note that all criteria is essential unless otherwise stated

Selection Criteria APP – CV	INT – Interview	PE – Pre-employment	Assessment Method
<b>Knowledge and Experience</b>			
<ul style="list-style-type: none"> <li>▪ Experience of working in retail or customer facing environment</li> <li>▪ Experience of managing staff, including recruitment, setting objectives, developing staff and managing performance</li> <li>▪ Experience of working in a fashion environment with brand knowledge (<i>desirable</i>)</li> <li>▪ Experience of visual merchandising (<i>desirable</i>)</li> <li>▪ Experience of cash handling (<i>desirable</i>)</li> <li>▪ Experience of recruiting and managing volunteers (<i>desirable</i>)</li> <li>▪ Basic knowledge of Health and Safety obligations</li> <li>▪ Willingness and ability to demonstrate commitment to Thames Hospice values</li> <li>▪ Demonstrable skills in written and spoken English that are adequate to enable effective communication about relevant topics with customers and colleagues</li> </ul>			<p>CV</p> <p>CV</p> <p>CV</p> <p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p>
<p><b>Organisation</b></p> <ul style="list-style-type: none"> <li>▪ Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.</li> </ul>			INT
<p><b>Using Initiative</b></p> <ul style="list-style-type: none"> <li>▪ Experience of taking responsibility for own actions and make decisions without referring to others.</li> </ul>			INT
<p><b>Influencing and Negotiating</b></p> <ul style="list-style-type: none"> <li>▪ Experience of influencing, convincing or negotiating with others in a way that results in acceptance and behaviour change.</li> </ul>			INT
<p><b>Resilience</b></p> <ul style="list-style-type: none"> <li>▪ Ability to remain calm and self-controlled under pressure.</li> </ul>			INT
<p><b>Building Relationships</b></p> <ul style="list-style-type: none"> <li>▪ Ability to quickly build a rapport and establish professional relationships with others, based on trust and understanding.</li> </ul>			INT
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>▪ Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience.</li> </ul>			INT
<p><b>Team Working</b></p> <ul style="list-style-type: none"> <li>▪ Ability to develop effective and supportive relationships with colleagues.</li> </ul>			INT
<p><b>Client Focus</b></p> <ul style="list-style-type: none"> <li>▪ Ability to put the needs of clients first and look after their interests</li> </ul>			INT

<p><b>IT Skills</b></p> <ul style="list-style-type: none"> <li>▪ Able to use and work with standard IT systems e.g. Microsoft Office and experience of working with databases</li> </ul>	<p>INT</p>
<p><b>Special Conditions</b></p> <ul style="list-style-type: none"> <li>▪ Access to own vehicle, current driving licence with insurance cover for “Business Use”. Regular travel to all Thames Hospice shops will be required. Appointment is subject to an Enhanced Disclosure and Barring Service check</li> </ul>	<p>PE</p>