

## **COMMUNITY HOSPICE JOB DESCRIPTION**

Job Title: Deputy Shop Manager  
Hours: 21 hours per week, Monday - Sunday  
Department: Retail  
Accountable to: Shop Manager/Deputy Retail Manager  
Location: Community Hospice Shop

Staff management responsibility: Supervision of volunteers  
Budgetary Responsibility: Support manager to ensure annual budget is met

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### **JOB PURPOSE:**

Manage the shop in all aspects of the work, efficiently and effectively, in manager's absence

To assist the shop manager with supervision of the shop volunteer team

To assist manager in promoting initiatives to maximise the income of the Hospice

Promoting community awareness of the Hospice

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### **KEY RESPONSIBILITIES:**

- 1 To be a key holder and be responsible for the opening and closing of the shop within the agreed opening times covering for the shop manager in their absence.
- 2 Responsible for petty cash and handling of volunteer expenses, in the absence of manager.
- 3 Responsible for the overall day to day managing of the shop in the absence of shop manager, with independence to act with agreed guidelines both hospice wide and local to the individual shop.
- 4 In the absence of the manager, to ensure there is a culture of excellent customer care within the shop, dealing efficiently with aggressive or emotionally distressed customers within the hospice guidelines and training.
- 5 Under the guidance of shop manager support the volunteers to raise the targeted income set against a budget agreed for the particular shop, implementing local or new Hospice initiatives.
- 6 Support the manager in implementing policies in own area.
- 7 With the support of shop manager and volunteers' manager ensure volunteers adhere to policies and practices and are aware of health & safety implications and risk assessments. Reporting non-compliance to Line Manager/Volunteers Manager.
- 8 With the support of the shop manager and Deputy Retail Manager implement changes that have been raised as Health & safety issues by the Deputy Retail Manager whilst undertaking risk assessments.
- 9 In the absence of shop manager, report daily takings using excel spread sheet and e-mail, reconciling till rolls and weekly income summaries weekly, and being responsible for banking daily.
- 10 In the absence of shop manager, responsible for the recruitment of volunteers under the guidance from volunteer manager, managing this team volunteers, allocating duties while planning a weekly rota, prepared in advance to ensure adequate staffing at all times.
- 11 Working to maximise income by correct sorting of stock, ensuring compliance with trading standards, pricing and display according to Hospice policies and procedures, Health and Safety regulations.
- 12 Following agreed retail stock rotation procedures implemented by manager between other shops.

- 13 Responsible for frequently moving goods of varying weights around the shop on all daily shifts.
- 14 Responsible for dealing with unexpected and changeable workload daily which includes incoming donations in varying amounts with unknown contents in them.
- 15 Sell and display bought in New Goods, rotating stock and being responsible for all the required regular stock taking (count) of these goods under the guidance of shop manager.
- 16 Supporting the shop manager in ensuring shop is kept clean and tidy at all times.
- 17 Expected to attend Hospice mandatory training.
- 18 To promote the Hospice at all times advertising events, liaising with the Fundraising department via Retail manager.
- 19 To be supportive of volunteers, adhering to Health and Safety/Fire regulations procedures, (as published by the Hospice), attending mandatory training, and ensuring they receive all Hospice communication available to volunteers.

## **COMMUNICATION AND WORKING RELATIONSHIPS:**

### **Internal:**

Shop Manager  
 Deputy Retail Managers  
 Head of Retail  
 Volunteer Manager  
 Finance Department  
 Shop network

### **External:**

Customers

## **Further Information**

### **Job Description – General Statements**

Be familiar with and adhere to all Hospice (and relevant Trust) policies and procedures.

The post holder will work within their professional code of conduct, eg NMC, GMC, CIPD, AHP codes.

**The post holder may be required to work in and from any Hospice or associated Company premises.**

**This job description is intended as an outline of the general areas of activity and will be amended from time to time in the light of the changing needs of the organisation. It will then be reviewed in association with the jobholder(s)**

### Confidentiality/Data Protection/General Data Protection Regulations

The postholder is expected to maintain the complete confidentiality of all material and information to which he/she has access and process and in particular the

confidentiality of all personal data stored, in line with the requirements of the General Data Protection Regulations 2018 (and preceding Data Protection Acts) and professional bodies.

Any requests for clinical information disclosure must be approved by Caldicott Guardian.

The postholder must, if required to do so, process records or information in a fair and lawful way. He/she must hold and use data only for the specified, registered purpose for which it was obtained and disclose data only to authorised persons.

#### Corporate Governance

The postholder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

#### Equal Opportunities/Diversity

The postholder must comply with and promote Equal Opportunities and Diversity and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion or belief, disability, political opinion, gender reassignment or trade union membership.

#### Health and Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of the postholder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work. This includes co-operating with the organisation and

Taking personal responsibility for safety as outlined in the Hospice Health & Safety Policy and the Health & Safety at Work Act 1974 and fire regulations.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Experience of working or volunteering at a successful traditional charity shop</li> <li>• Good standard of general education</li> <li>• Education to GCSE standard</li> </ul>	Retail experience.
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Computer literacy – Excel, Microsoft Word, email</li> <li>• Experience in cash handling/banking.</li> <li>• Experience in working with volunteers</li> </ul>	Knowledge and experience in the functions of an epos till system
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Good verbal and written communication skills</li> <li>• Ability to prioritise own workload</li> <li>• Numeric skills.</li> <li>• Self-awareness and an ability to ask for support from senior staff.</li> <li>• Able to manage time and meet deadlines</li> <li>• To maintain acceptable standard of window and internal display/ stock presentation.</li> <li>• Ability to give guidance, support and encouragement to volunteers to achieve the objectives of the shop while supporting the shop manager.</li> </ul>	