

**GREENWICH & BEXLEY COMMUNITY HOSPICE  
JOB DESCRIPTION**

**JOB DETAILS:**

Job Title:	Shop Manager
Hours:	35hrs FTE
Department:	Retail
Accountable to:	Retail Area Manager
Location:	Greenwich & Bexley Community Hospice Shop
Staff management responsibility:	Deputy Shop Manager and Volunteers
Budgetary Responsibility:	Shop annual budget

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**JOB PURPOSE:**

To manage and develop the Hospice shop, maximising sales and revenue generation through effective operations, strong motivation of the shop team, including volunteers, and exceeding customer expectations by providing the highest quality service.

To contribute to overall income generation for the benefit of the hospice patients.

To promote community awareness of Hospice and its work.

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**KEY RESPONSIBILITIES:**

- 1 To effectively manage shop operations.
- 2 To meet the overall income targets agreed for the shop, ensuring that all sales targets , KPI's and results are communicated and that all staff are aware of, understand and are working to meet/exceed the agreed targets and KPI's.
- 3 To ensure that all shop administration inclusive of cash handling and banking functions are undertaken to the highest standard, accurately and on time, always adhering to hospice's policies and procedures.
- 4 To monitor and control variable costs e.g. petty cash and volunteer expenses in accordance with the set targets to maximise the profitability of the shop.
- 5 To maximise income by correct sorting of stock, and setting the optimum price point for all stock items and promotional merchandise. Continually reviewing the rotation, quality and replenishment of stock in order to maximise sales.
- 6 To implement and follow Gift Aid procedures. To provide direction and support to shop staff to actively promote Gift Aid in order to maximise contributions from donations.
- 7 Ensure maximum cover to enable shop to open over 7 days.
- 8 To manage a deputy shop manager, arranging induction, mandatory training and conducting annual appraisal.
- 9 To ensure there is a culture of excellent customer care within the shop, dealing efficiently with wide range of customers and effectively manage the potential conflict situations.

- 10 To be responsible for implementing local or new Hospice initiatives and development projects as delegated by Area Manager.
- 11 To ensure all organisation's policies, shop standards and operating procedures are implemented, maintained and followed through in a consistent manner
- 12 To ensure all security, health and safety policies and procedures are adhered to in order to provide a safe and secure shop environment for staff, customers and company assets.
- 13 Comply with all regulations from the DTI, HSE and Trading Standards Authority
- 14 To proactively recruit volunteers and effectively manage volunteering team ensuring full cover at all times. To provide volunteers with support as and when required and guidance as appropriate
- 15 With the support of line manager and volunteers' manager ensure volunteers adhere to policies and practices and are aware of health & safety implications and risk assessments.
- 16 To actively participate in two way communication sharing and exchanging relevant and appropriate information with Area Managers, retail colleagues and Head Office team.
- 17 To work towards overarching income targets for the retail in proactive and positive manner, ensuring stock is shared appropriately across network.
- 18 To promote the Hospice and its work, liaising with the colleagues from fundraising, marketing and other teams.

#### **COMMUNICATION AND WORKING RELATIONSHIPS:**

##### **Internal:**

Retail Area Managers  
Volunteers Manager  
Finance Department  
Shop network

##### **External:**

Customers

## **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.

This job description is not exhaustive and may be reviewed and changed by discussion with post holder to meet the needs of the service.

### Code of Conduct

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The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team member by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospice reputation

#### Flexibility

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within the Greenwich & Bexley Community Hospice. The post holder can be expected to work in and from any of the premises where business is conducted.

#### Other

The post holder is required to:

- To work in accordance with the Hospice's policies and procedures at all times
- To adhere to the Hospice's Confidentiality policy at all times, in particular ensuring that there is no breaches of confidentiality as a result of the post holder's actions
- To carry out duties that are commensurate with the grade of the post as directed

This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. Any variations will be made due to service requirements and will be made in consultation with the post holder.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of general education</li> </ul>	
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Retail management experience</li> <li>• Experience of working to KPIs and exceeding targets</li> <li>• Experience of successful shop budget management</li> <li>• Experience of transactions, payment handling, banking and record keeping.</li> <li>• Knowledge of product pricing</li> <li>• Experience of merchandising in order to maximise sales</li> <li>• Experience of managing staff and volunteers</li> <li>• Computer literacy – Excel, Microsoft Word, email</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing a successful charity shop</li> <li>• Retail fashion experience</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Great interpersonal skills with ability to communicate with diverse range of people</li> <li>• Ability to prioritise own workload, able to manage time and meet deadlines</li> <li>• Good problem solving and analytical skills</li> <li>• Strong numeric skills.</li> <li>• Self awareness and an ability to ask for support from senior staff.</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.</li> <li>• Ability to move and handle large volume of donated goods including on occasion furniture</li> </ul>	Full driving licence with access to a car