

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE – Shop Manager

REPORTS TO – Area Retail Manager

RESPONSIBLE FOR – Retail Shop Assistants & Volunteers

PURPOSE OF ROLE

To manage a retail outlet as a source of income to Demelza Hospice Care for Children. To raise the profile and awareness of the work of the hospice and community team. To ensure a professional image of the Demelza Retail is portrayed and excellent customer service given.

KEY RESPONSIBILITIES

Targets

- Maximise sales opportunities and attain KPI's including income targets.
- Minimise operational costs to ensure maximum profitability
- Business development through active marketing.

Administration and Finance

- To ensure all cash handling and till procedures are followed and carried out in accordance with Demelza Policy and retail procedures.
- To ensure cashing up and banking procedures are followed and proper records are kept and submitted promptly.

Staff

- To head and manage a team of staff to ensure that the shop is open and operational.
- To provide such training as is necessary to enable staff to fulfil their duties.
- To be actively involved in the recruitment of new staff (when applicable).
- To review, appraise and performance manage staff in conjunction with area manager.
- To ensure that staff are supported and valued and that they feel confident to bring any ideas, worries or concerns to your attention.
- To maintain a rota to ensure the shop is fully staffed at all times.

Volunteers

- To head and manage a team of volunteers to ensure that the shop is open and fully operational.
- To provide such training as is necessary to enable volunteers to fulfil their duties.
- To work with the Voluntary Services Department to recruit new volunteers as required.
- To ensure that volunteers are supported and valued and that they feel confident to bring any ideas, worries or concerns to your attention.
- To maintain a rota to ensure that the shop is fully staffed at all times.

Donated Stock

- To ensure that the quality of donated merchandise put out for sale is of the standard required prioritising Gift Aid donations wherever possible.
- To ensure that the appropriate pricing and ticketing policy is adhered to.
- To actively share and participate in the relocation of goods/stock where the best income will be achieved for the item.
- To procure stock through new and innovative avenues.

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Bought in Goods

- To ensure that bought in goods are displayed prominently and effectively and that stock levels are maintained.
- To ensure that the correct procedures for controlling stock are carried out.
- To minimise stock loss and effectively lead stock takes.

Display

- To maintain a high standard of window and internal display and stock presentation.
- To maintain a high standard of cleanliness and tidiness in all areas of the shop.

General

- To ensure that Health and Safety procedures are adhered to and a safe working environment is maintained at all times.
- To ensure that all policies and procedures regarding security are followed.
- To inform the Area Manager immediately of any problems with the building, staff or security and to obtain permission before any repairs are carried out.
- To attend management meetings and training relevant to the post as required.
- Where applicable to line manage and provide support and leadership to any paid staff including all aspects of performance management, and any on the job training/coaching required.
- To complete all administrative returns as required by Trading and submit in a timely manner.
- Act as key holder for the building and be available to attend in accordance with our emergency call out policy.
- You may be asked to contribute to projects that include the whole Retail estate as well as your own outlet.
- Ability to undertake moderate lifting and moving and handling.

PERSON SPECIFICATION

Essential

- Previous retail experience, ideally in fashion
- Significant previous experience of a customer facing environment
- Experience of working with sales and profit targets
- Excellent communicator at all levels
- Methodical, organised approach
- Will relish the challenge and be resourceful within the local community
- Team player – with ability to recruit, manage and motivate a diverse team of volunteers
- Basic computer skills.
- You will be required to undertake occasional travel for which a mileage allowance or reasonable public transport fares will be paid

Desirable

- Previous charity shop experience or general retail expertise
- Demonstrate good interpersonal skills
- Flexible attitude and adaptable to change
- Able to work on their own initiative
- Able to work under pressure
- Good time management and prioritisation skills
- Ability to effectively organise and plan
- Good written and numeric skills

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in

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consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

ISSUE DATE – December 2016

REVIEW DATE – December 2018

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