

The Myton Hospices

Job Description

Job Title: Relief Shop Manager
Department: Retail
Responsible to: Area Manager/Retail Support Manager

Primary Work Base: Various

NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.

Please outline a brief summary of the role below:

Summary of Role:

To provide managerial cover in any of the Myton Hospice shops as requested and achieve sales targets through high standards of quality and presentation and ensuring continuing support for the Myton Hospices.

Myton Core Values

Our *Core Values* underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

Sales

1. To achieve agreed targets within agreed income and expenditure budgets
2. To ensure that a high standard of customer service is maintained at all times

Shop Appearance/Stockroom

1. To maintain a high standard of display, working with the Retail Manager and Retail Support manager.
2. To departmentalise stock.
3. Ensure a high standard of general household duties – the shop is cleaned and hoovered daily.
4. To keep stockroom and kitchen area clean, tidy and well organised.

Stock

1. To encourage the public to donate saleable goods under the Gift Aid Scheme
2. Steam and prepare stock for display.
3. To keep the sales area well stocked with merchandise, clearly priced and sized; using colour cubes when necessary.
4. To date code and rotate all stock.
5. To ensure adequate stock is available.

Staff

1. Responsibility for customer service skills, ensuring a courteous and efficient service.
2. Ensure that the shop represents the Myton Hospice in a professional manner at all times. In keeping with Myton's policies, procedures and Values

Administration:

1. To undertake the relevant administrative processes and procedures efficiently and effectively, both on paper and with the aid of IT equipment.
2. To ensure banking of monies is completed daily.
3. To comply with all procedures in accordance with the Myton Hospices Retail Manual and the relevant Policies and Procedures.
- 4.

Security:

1. To ensure that all sales are recorded correctly through the till, all monies are secure and that the till procedure is adhered to.
2. To keep valuable donations in a safe place
3. To hold the keys of the shop and ensure that the premises are secure.
4. Advise volunteers of their responsibility for any personal possessions.

General:

1. Awareness of procedures for Accident/Incident reporting, First Aid Box and Fire Extinguishers and emergency situations.
2. To ensure the Fire Exit is clear at all times and comply with all regulations according to the Myton Hospices Health and Safety Policy.
3. To inform the Myton Hospices of any defects or maintenance requirements and any hazards to customers and staff, within or immediately outside the shop premises.
4. To have appropriate knowledge of the Myton Hospice to respond to staff and customer queries.
5. To attend Myton Hospices meetings as required.
6. To attend all mandatory training, e.g. fire training, handling and moving etc.
7. To participate in the annual appraisal programme and attend any training identified.

8. Any other duties commensurate with the post.

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and colleagues. The post holder is required to conform with Myton's policies on Health and Safety and Fire Prevention, and to attend related training as required.

Safeguarding Vulnerable Adults and Children

It is the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post.

This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____