



nottinghamshire hospice
adding life to days

JOB DESCRIPTION

SECTION IDENTIFICATION	
Job Title:	Retail Manager - Blidworth
Responsible to:	Area Retail Manager
Grade	Band 4
Salary:	£21,278 Per Annum (Based on a 40 hour working week)
Hours:	40 Hours per week over five days (Monday - Saturday)
Division:	Retail
Location/Base:	Blidworth

SECTION 1 - JOB SUMMARY

To manage the efficient running of a Nottinghamshire Hospice Charity shop with a small café offering .To work towards achieving pre-determined sales and profit targets whilst maintaining a strong presence on the high street to benefit the Charity. To be an ambassador for the Nottinghamshire Hospice and build strong relationships within the community.To maximise these relationships to turn donations into funds within an empowered culture thus enabling Nottinghamshire Hospice to maintain its free service to patients and their carers.

SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY



SECTION 3 - KNOWLEDGE, TRAINING, AND EXPERIENCE REQUIRED

- Previous Retail management experience.
- Managing a team of people and Assistant Retail Manager.
- Food hygiene safety certificate (not essential as training will be provided)

SECTION 4 - SKILLS REQUIRED

- Excellent customer service skills.
- Excellent telephone manner.
- Literacy and numeracy skills.
- The ability to analyse sales reports and make commercial decisions
- Candidate must be well organised.
- Ability to use own initiative in a busy environment.
- Positive, friendly, professional and helpful disposition.
- Excellent time management and ability to prioritise own workload and that of others.
- Basic IT skills.
- Data Protection guidelines.
- Ability to build relationships within the community.

SECTION 5 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- To meet pre-determined sales, profit and environmental targets.
- To maximize the income from donations and new products ensuring that all products sold in the shop are compliant with Trading Standards.
- To maximize income from a small café offering, including the ordering and preparation of produce to food hygiene standards.
- To liaise with the Human Resources/Volunteer Coordinator and be involved in the recruitment of volunteers.
- To manage, motivate and train volunteers to ensure the smooth running of the shop.
- To ensure all financial, cash handling and security procedures are followed and all relevant administration is completed.
- To process donated stock to agreed standards and timescales to minimise stock loss.
- To ensure an exceptionally high level of customer care is maintained and be productive in generating donated stock.
- To manage, motivate and train the Staff/Volunteer team in the store, encouraging effective communications and helping to foster a positive team spirit through regular team meetings and Personal Development Plans.
- To work with Community Fundraisers to maximise opportunities to raise awareness of the charity and actively promote all Hospice events.
- To ensure the shop meets Health and Safety and legal regulations that protect all people (shop and public) from harm.
- To ensure that all documentation is kept up to date in line with Hospice policies and legislation.
- To ensure the presentations and displays are of a high standard whilst working with other Nottinghamshire Hospice staff to maximise the public face of Nottinghamshire Hospice.
- To attend regular meetings with a purpose of sharing information with colleagues.

- To promote the high standards, professionalism and compassionate work of the hospice.
- To keep up to date with the Nottinghamshire Hospice's internal communications and share with your shop team to ensure compliance with current requirements.
- To maximise the income from donations, new products and the Gift Aid Scheme.
- To ensure all products sold in the shop are compliant with Trading Standards.

SECTION 6 - THE PERSON SPECIFICATION

Essential

. Retail Management experience

- Ability to lead, recruit, train, develop and motivate a team to meet business objectives identified through Performance Management.
- Ability to Manage paid staff and volunteers.
- Ability to develop and train paid and volunteers to manage the shop in the retail manager's absence.
- Ability where and when applicable to carryout supervision, personal development plans and appraisals with paid staff and volunteers.
- Ability to contribute to meet objectives/targets with a drive to achieve results.
- Visual merchandising experience in a retail environment
- Ability to achieve high shop standards and be "the face of the Hospice" in the community.
- Ability to manage a busy workload working in partnership with internal and external colleagues.
- Ability to maintain an environment that is safe from hazards and complies with Health and Safety legislation and Nottinghamshire Hospice procedures.
- Ability to maximise space, analyse sales, work within and to budgets whilst maintaining tight financial controls.
- Ability to communicate Nottinghamshire Hospice's vision and mission effectively to staff, volunteers and the public.
- Ability to plan, analyse and negotiate resolutions with advice when required.
- Ability to be adaptable and flexible, identifying opportunities and generating new ideas.
- Willingness to participate in training and updates.

Desirable

- Experience of working with volunteers or being a volunteer.
- Ability to Manage a small café or train in order to do so
- Ability to use a computer or the willingness to train in computer skills.

SECTION 7 - WORKING CONDITIONS

- Constant interruptions with customer enquiries and telephone calls.

- Dealing with all levels of staff.
- Communication within the team and other agencies as necessary.
- Requirement to exert some physical effort when dealing with vast quantities of goods.
- Standing for long periods of time.
- Exceptionally busy workload.
- Some shop locations span more than one floor with no lift access.

SECTION 8 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice.

All staff must contact their Line Manager if they are suffering from any form of infection which may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details that the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

EQUAL OPPORTUNITIES

Nottinghamshire Hospice has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly all staff have a responsibility to highlight any potentially discriminatory practice to their Line Manager, trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and

Procedures file.

PERFORMANCE REVIEWS

The Hospice is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

SECTION 9 - CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the general Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

10 - JOB DESCRIPTION AGREEMENT

Completed by: Emily Reece, Human Resources Advisor



Authorised by: Date: August 2019

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.

