

PHYLLIS TUCKWELL HOSPICE CARE

JOB DESCRIPTION

POST: Shop Manager

ACCOUNTABLE TO: Retail Operations Manager (ROM)

JOB PURPOSE:

To effectively manage the daily routines, maximise profit opportunities, maintaining high quality operating standards and providing first class customer service.

RESPONSIBILITIES

1.0 Managerial

- 1.1 Responsible for the implementation and maintenance of shop operational standards including all systems and procedures as defined in the shop visit checklist.
- 1.2 Liaise with the ROM on the need to review shop layout and space in line with current performance and possible future sales opportunities.
- 1.3 Responsible for the security of cash and stock and for ensuring that approved till procedures and cash reconciliation procedures are maintained.
- 1.4 Responsible for the acceptance, sorting, storing, pricing of all donated or delivered goods along with the disposal of rejected and rotated merchandise through an approved salvage collector.
- 1.5 Plan, organise and react marketing and promotional campaigns within the shop to suit the time of year and current themes and trends.
- 1.6 To provide leadership and support to the team, including volunteers, encourage ownership of shared goals and objectives.

2.0 Professional

- 2.1 Demonstrate high levels of commercial awareness and market trends and for fully capitalising further sales opportunities as they present themselves.
- 2.2 Assessing the local competition and for reporting all business changes and situations to the Shops Co-ordinator as and when they occur.
- 2.3 Support all local fundraising PTHC events and provide a high level of interaction with the fundraising team.
- 2.4 Responsible for the implementation of all PTHC policies, health and safety regulations and to comply with any amendments that from time to time will be required.
- 2.5 Build, coach and maintain an effective team of volunteers, promote best practice customer service and loyalty principles and to deal professionally with customer satisfaction issues.

3. Training and Development

a) Team:

- 3.1 Schedule an effective team to meet the needs of the business taking into account the volunteers individual strengths and weaknesses and any training that may be necessary to ensure that competences are met.
- 3.2 Provide a forum for open discussion which encourages two-way communication along with an open management style in which trust and fairness is consistently applied

b) Self:

- 3.3 Attend all PTHC management, training and development meetings either at the hospice or elsewhere.
- 3.4 Through the appraisal system, highlight areas and concerns that need to be rectified to cover any skills shortfalls.

This job description is current and subject to yearly review in consultation with the job holder. It is liable to reflect and anticipate necessary changes to support the hospice strategy

This job description is underpinned by the Phyllis Tuckwell Hospice Care philosophy, culture and core values which actively promote a total team spirit, the aim of which is to 'be the best'.

PHYLLIS TUCKWELL HOSPICE

Person Specification – Shop Manager

| Competency Required |
|--|
| <p><u>Knowledge and Skills</u></p> |
| <ul style="list-style-type: none"> • Experience of working in clothing/non-food retail outlet within past 5 years • 1-2 years Managerial/Supervisory experience preferably within the voluntary sector • Cash handling/security • Excellent communication and interpersonal skills • Ability to work using own initiative |
| <p><u>Team Working</u></p> |
| <ul style="list-style-type: none"> • Ability to lead, develop and motivate team of volunteers • Ability to work as part of the Hospice team • Flexible attitude to working arrangements |
| <p><u>Quality of service/work</u></p> |
| <ul style="list-style-type: none"> • Ability to work to deadlines • Ability to prioritise • Ability to successfully manage a varied workload • Ability to work under pressure to meet deadlines • Front line customer awareness |