

JOB DESCRIPTION

Job Title	Shop Manager
Department	Trading
Reporting to	Area Manager
Location	Leigh
Purpose of Role	<p>To manage the Havens Hospice Charity Shop, ensuring an efficient and effective management of staff and volunteers and to maximise the efficiency and profitability of the shop.</p> <p>To play a part in achieving the organisation's mission by supporting the care services, both with direct financial support and by encouraging a profile in the community.</p>
Main Duties & Responsibilities	<p>The following list is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.</p> <p>Strategic Role as a Shop Manager</p> <ul style="list-style-type: none"> • To take day to day responsibility for managing your shop. • To brief the Area Manager at regular agreed intervals (and immediately if urgent) on progress in your shop. • To propose action to the Area Manager for improvements in operations. • To maintain an awareness of developments in local shops, especially in the Charity / low cost sector, updating the Area Manager as required. • To maintain an awareness of the work of Havens Hospices and relevant local or national issues through press, media and local views. • To maintain and develop good channels of communication with colleagues in other Havens Hospices Shops, local communities and organisations. • To assist the Area Manager as required in area wide initiatives, for example new shop openings. • To provide cover for other shop managers from time to time in other stores, as required by your Area Manager. This would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice. <p>Income/Sales</p> <ul style="list-style-type: none"> • To ensure the shop meets sales targets set in collaboration with the Area Manager. • To actively promote Gift Aid, sign up donors and achieve performance targets. • To initiate marketing campaigns and sales promotions to increase sales. • To ensure the shop is competing effectively with local competitors. <p>Judgement & Decision Making</p> <ul style="list-style-type: none"> • To make day – to – day decisions to ensure the successful and safe trading operation of the shop. • To decide, without reference, but with procedural guidelines, what prices to charge for individual items to maximise both turnover and income. • To ensure that all activities are carried out in harmony with Havens Hospices

mission and values and within the spirit of it's equal opportunities policy.

Premises

- Hold shop keys, opening and closing the premises for trading hours, ensuring that the hours are strictly adhered to, and responding to emergency call out if, and when necessary.
- Ensuring the shop is kept clean and tidy and goods are displayed in an attractive and presentable manner.
- To ensure the security of Shop takings.
- To provide the best circumstances for the personal security of staff and volunteers.
- To ensure that security procedures are understood and implemented by all staff and volunteers.
- Ensure that all statutory responsibilities are met, including Fire and Health & Safety regulations.
- To inform Area Manager of necessary repairs and maintenance, agree action plan and costs, organise for work to take place using authorised contractors.

Stock Management

- To supervise and maximise the efficiency of the collection system.
- To ensure the highest possible resale value of donated stock.
- Accept, sort, price and display goods for sale to maximise income within agreed guidelines.
- To ensure that all goods sold comply with safety and other legislative requirements.
- Identify and arrange for a valuation of goods that might be valuable ensuring Area managers awareness.
- To apply company display, merchandising and window dressing standards.
- To control stock density and rotation.
- To initiate local stock and sales promotions.

Staff Responsibility

- To lead and develop the staff and volunteers in your shop, encouraging effective communication, setting objectives and helping to foster a positive team spirit through regular team meetings.
- To ensure that the shop is adequately staffed at all times, including days off, lunch breaks, and holidays in order to maintain levels of service and ensure cover for own holiday periods.
- In association with the Volunteer Services Manager and the Area Manager, recruit, train, support and coordinate the work of the staff and volunteers in accordance with Havens Hospices policies and procedures.
- Conduct appraisals and performance reviews as and when required.
- To be responsible for the day to day health & safety and welfare of staff, including yourself, volunteers, visitors and customers.
- To ensure that staff and volunteers are adequately trained to enable them to fulfil their duties effectively.

Supervision and co-ordination of Volunteers

- In association with the Volunteer Services Manager, recruit, train, support and coordinate the work of the staff and volunteers in accordance with Havens Hospices policies and procedures.
- Responsible for ensuring that volunteers have a clearly defined task, sufficient direction and work to do in the support of all team members
- Provide regular supervision and guidance for all volunteers working in the department
- Provide training identified on an ongoing basis
- Keep them in touch with all training and recruitment opportunities, Havens Hub, Volunteer Forum dates and all events (ensuring they feel valued and part of the organisation)
- Provide office based volunteers with structured supervision on a bi-monthly basis
- Send reminders to or telephone some volunteers (because of their personal

	<p>circumstances) of appointments or commitments they have undertaken</p> <ul style="list-style-type: none"> • Send out birthday cards and Christmas cards to all our volunteers <p>Public Relations</p> <ul style="list-style-type: none"> • Identify local publicity opportunities with Area Managers to take advantage of those opportunities. • Collaborate with the Area Manager to organise special events and / or promotions. • Publicise the shop, enhance the image of Havens Hospices through a professional and high quality service. • Maintain good relations with the public. <p>Administration</p> <ul style="list-style-type: none"> • To complete daily / weekly sales returns and brief Area Managers as required. • To ensure shop costs do not exceed agreed budget. • To apply Trading Standards Regulations in the shop and ensure staff are aware of these. • To apply cash & control procedures. • To control and requisition shop supplies. • To process post. • To bank takings using agreed banking procedures. • Ensure the security of stock and cash on the premises and report any shortfalls to the Area Manager. <p>Health & Safety</p> <ul style="list-style-type: none"> • Ensure that all staff and volunteers adopt a safe working practice in accordance with Havens Hospices Health & Safety policy. • Ensure that all incidents and injuries are recorded and reported to the Area Manager in accordance with RIDDOR. • Work with the Area Manager to ensure any Health & Safety issues are resolved quickly and effectively. <p>Team / Organisational Work</p> <ul style="list-style-type: none"> • To foster a good working relationship with all Trustees, Executive and department staff with whom the job interacts. • To be responsible for conforming to the policies and procedures as set out in the staff handbook, including health & safety requirements and attending courses as directed • To attend staff meetings as required. <p>Personal Development</p> <ul style="list-style-type: none"> • To participate in annual appraisals • To identify own on-going educational needs and discuss with the Area Manager to achieve those development needs • To be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time period.
<p>Personal Specification & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • 3 years' experience in a retail environment (clothes and goods) as an Assistant Shop Manager or Shop Manager • 3 years' experience in managing a team • Experience of working with Volunteers • GCSE level qualifications in Maths and English • Fully IT literate and competent in word processing, spreadsheet, report writing/presentation and electronic diary software. • Good numeracy skills • Excellent relationship building and interpersonal skills • First class written and verbal communication skills • Organised and disciplined in structuring work and documentation • Ability to plan, prioritise and meet deadlines • Good team player

- Ability to work in a culturally diverse and changing environment
- Self-starter with drive
- Committed to maintaining confidentiality
- Committed to and/or respectful of Haven's Christian ethos and care philosophy
- Committed to Equal Opportunities
- Enthusiasm
- 'Can do' attitude
- Car owner / driver or have access to own transport
- Willing to travel occasionally

Desirable

- Experience of working in the Charity sector
- Budgetary control experience
- 'A' level qualifications

Expected Behaviour (Competencies)					
Core Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Working with Others			X		
Planning and Analysis			X		
Managing Change			X		
Customer Focus			X		
Communication, Drive & Impact			X		
Advantage Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Managing Ambiguity					
Influencing, Negotiating & Decision Making					
Leadership					
Copy of Job Description Issued to Current Job Holder					
I have received a copy of the above job description and agree that this gives an accurate overview of the main duties and activities of my job role. I understand that the Company will review job descriptions on a regular basis and that my job role may change or be amended in order to meet the needs of the business.					
Safeguarding statement					
Havens Hospices is committed to safeguarding and promoting the welfare of children, young people and adults at risk. Havens expects all staff and post holders to share this commitment. References: A minimum of two referees must be obtained, one of which should be the current or most recent employer and both should be able to testify to the suitability for the role and whether there is any known reason why any candidate should not work with vulnerable groups. The charity will request a check via The Disclosure and Barring Service (DBS) for roles that require contact with children, young people and vulnerable adults and these must be obtained prior to commencing employment with the charity.					
Name			Date		

Last Update: July 2020