

Relief Shop Manager

£22,425 per annum

37.5 hours per week

Permanent

North Yorkshire Hospice Care Retail Sites

We have an exciting opportunity for an experienced retail manager with natural confidence and leadership skills. Our range of shops would suit a manager who demonstrates an interest in sustainable fashion, and who thrives in a fast-paced dynamic environment. You will work collaboratively across all of our Saint Michael's stores in the Harrogate district and our Herriot stores throughout the Hambleton and Richmondshire districts.

The role will see you working in stores as part of planned managerial cover, but you will also be involved in troubleshooting and supporting other store managers across the organisation and be part of any store refurbishment plans.

With a keen desire to meet and exceed targets, you will be customer focused and driven to ensuring that stores are merchandised to a high standard and that all organisational policies and guidelines are followed.

If you would like the opportunity to play a pivotal role in a successful retail business, making a significant difference to local people in addition to working with a remarkable team; we would love to hear from you.

Have you been recommended this role by a current employee as part of our recommend a friend scheme? Don't forget to let us know after clicking apply.

Benefits include: -

- 35 days holiday per year (including Bank Holidays, pro-rata).
- Comprehensive Induction Programme.
- Recommend a friend bonus scheme
- Pension Scheme with an employer contribution of 8%
- Employee Assistance Programme.
- Access to staff support.
- Free group life assurance.
- Free DBS check.
- Free car parking at Hospice office sites.

You will be joining an organisation that is driven, caring, and responsive and you will be playing an important role in enabling us to provide our highly valued services to the people of Harrogate, Hambleton, Richmondshire, and District.

At North Yorkshire Hospice Care we believe that children, young people and adults should never experience abuse of any kind. Every member of our organisation has a responsibility to promote the welfare of all who encounter our services. We aim to keep people safe and to

operate our services in a way that protects them; to make reporting concerns as easy as possible and respond quickly; to listen to all worries and work in partnership with individuals and agencies. All our staff and volunteers receive annual training on both adults and children/young people's safeguarding.

We positively encourage applications from all areas of the community, regardless of gender, race, faith, disability, age, or sexual orientation and we encourage applications from users of mental health services. This is part of our commitment to equality and reflecting the diversity of our population. All appointments are subject to satisfactory pre-employment checks being obtained including successful applicants being required to undertake a DBS Check suitable for the role that you will be performing. Disclosure expenses will be met by the employer.

North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice, and Talking Spaces. North Yorkshire Hospice Care is a company limited by guarantee, registered in England and Wales (2121179).

For more information on the role, please contact us on HR@saintmichaelshospice.org or on 01423 879867 and we can arrange for you to have an informal discussion, or please click Apply and you will be forwarded to our website, where a full Job Description is available.

Telephone screening will take place soon after application with successful candidates being invited for an interview, which will take place in Harrogate.

Job Description

To provide relief cover to manage the day-to-day charity shop activities to ensure the smooth and successful running of hospice shops during periods of absences in line with targets, Key Performance Indicators and store plan set by the Shop Manager and Area Manager.

Key Tasks

1. To take operational responsibility for the successful running of the allocated store as directed by the Area Manager, achieving sales targets, controlling costs and maximising income through the store.
2. To ensure that you provide exceptional standards of customer service and a positive shopping experience, supporting all members of the shop team to meet the same standard. To strive to make each customer and donor interaction the best it can be to enhance customer relationships, increase customer loyalty and accelerate shop growth.
3. To take responsibility for managing agreed shop costs and sales budgets and proactively develop and implement plans to recover any shortfall so that targets are maintained throughout the year.
4. With the appropriate guidance from the Retail Area Manager and HR & People Team to lead and manage a strong, knowledgeable, and commercial shop teams through effective recruitment, induction, appraisal, training, and performance management processes.
5. To prepare for planned, regular shop visits with the Retail Area Manager to discuss areas such as shop plan progress, shop performance including key KPIs, ASP, sales space analysis, and profit, team, training, operational issues, shop design and layout, new ideas and health and safety.
6. To manage the day to day operation of retail stores ensuring policies and procedures are adhered to, that the required standards for health and safety and trading standards are met and that excellent standards in housekeeping and merchandising are maintained.
7. To ensure the security, maintenance and cleaning of shop premises, reporting any faults and damage promptly for action. To have an understanding of the shop lease terms in respect of repairs and maintenance to be able to contribute to refurbishment planning.
8. To support the whole shop team in maximising the use of the EPOS system and promotion of Gift aid. To use the information from EPOS system to support and

evidence performance management, team management and customer profiling for the shop. To be accountable for the shop takings, ensuring that correct records are maintained and provided to the Finance Team in line with procedures.

9. To prepare donated goods for display, maintaining an attractive displays to maximise the turnover of stock. To ensure that items are marketed to attract the highest price making use of alternative means of selling such as ecommerce as necessary.
10. To work collaboratively with the retail team to support relief cover, share best practice and ensure donations are maximised through store transfers rather than through recycling.
11. To ensure the safe disposal of all waste goods and refuse, maximising any income which can be generated from recycling.
12. To support any ecommerce opportunities, to actively source items of value that would reach a larger audience through an online platform and either sell using an appropriate site or send the items to the appropriate store for listing and selling.
13. To work with the Community Relationships Team to proactively support the marketing of the stores and sales and fundraising promotions.
14. Attend and participate in meetings, training and other fundraising events as part of the fundraising team.
15. To ensure that any safeguarding concerns are identified and reported in line with NYHC policy and procedure.
16. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.

To carry out all duties in accordance with the law, the Hospice philosophy, and the Hospice policy on equality of opportunity, inclusion, and diversity.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Terms and Conditions

Responsible to: Retail Area Manager
Responsible for: Shop Teams
Salary: Internal scale
Hours: 37.5 hours per week including weekends and bank holidays
Location: NYHC sites

Person Specification

Education and Qualifications

- Good general education

Experience

- Experience of charity, commercial or independent fashion retail at assistant manager level or above
- Experience of working to and achieving targets
- Experience of managing or leading a team
- Experience of working with an EPOS system

Skills and Knowledge

- Empowering people manager
- Excellent communicator
- Excellent skills in customer service
- Excellent sales skills and ability to identify new opportunities for increasing sales or reducing costs including stock management and recycling and waste efficiencies
- Ability to design, implement and monitor a shop plan
- Ability to set and manage a shop budget to monitor performance against set targets and key KPIs, ASP, sales space analysis, etc.
- Visual merchandising skills
- Good logistical skills
- Good organisational skills
- Good numeracy skills
- Online selling skills and knowledge
- Knowledge of fashion, collectables, and vintage items
- Knowledge of health and safety and trading standards in a retail environment
- Understanding of shop lease requirements and responsibility to support repairs, maintenance, and refurbishment

- Good knowledge and understanding of gift aid
- An understanding of working with volunteers
- Ability to work autonomously and within a team
- Working knowledge of Microsoft Office and Teams and/or Zoom
- Understanding of data protection and GDPR
- Good understanding of safeguarding

Attributes

- Passion for sustainable retail and maintains a good knowledge and understanding of marketplace, competitors, and trends
- Driven by values and integrity, takes responsibility and accountability, builds confidence, and leads by example
- Adaptable and thrives in a fast paced, challenging, and unpredictable environment
- Works calmly under pressure to execute a wide variety of tasks
- Collaborative and seeks out and supports opportunities to support whole business and not silo needs of individual store
- Able to deal sensitively and professionally with enquiries and contacts from the public
- Flexible working practice with ability to work unsocial hours when required
- Demonstrate a commitment to NYHC's aims and objectives through its core values and behaviours
- Promote and sustain a responsible attitude towards diversity and inclusion within NYHC
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant in the role
- Ability to manage physical aspects associated with the role
- Ability to travel between shops and hospice when required

Our Values at Work

North Yorkshire Hospice Care is clear about who we are, what we do and why we do it. It is our vision; mission and values that underpin this understanding and all three of these areas continue to evolve as we develop in response to the changing world around us.

we have re-examined our values with our stakeholders seeking to define a sense of who we are today. The result? A set of 10 values/behaviours that crystallize this thinking and act as a yardstick for our thinking and actions.

This shared set of values helps guide our decisions, actions and behaviours and is at the core of our collective aspiration to live in a community where everyone gets the care they need to live their last years, months and days with respect and dignity.

NB: This list is not exclusive or exhaustive but captures those values/behaviours currently at the top of our agenda.

- We put the people who use our services at the heart of everything we do
- We are caring and compassionate
- We are personal and supportive in our approach
- We engage positively
- We are responsive
- We are driven to do better
- We are fair
- We are professional
- We work collaboratively
- We are accountable