

Thames hospice

Job Title: Home Studio Assistant Manager

Salary: £20,571 pro rata per year
(plus enhancement for Sunday working at 1.66 / time plus two thirds)

Location: Home Studio x 2 sites, Maidenhead

Hours: 30 per week including weekends on rota

Reports to: Home Studio Manager

Responsible for: Upcycling Assistant, Volunteers

Purpose of Job:

To be responsible for the day to day management of the Home Studio including:

- Meeting or exceeding sales targets
- To support the development of creativity within the workshop to ensure furniture is upcycled to a high standard
- Managing a team of staff and volunteers
- Providing the highest quality of service to represent Thames Hospice on the high street
- To meet all Health and Safety and compliance of an operating workshop

Main Tasks:

Sales & Profits

- To meet budgeted sales targets and maximise profit through effective use of commercial reports to manage Home Studio performance
- Assist in the timely and accurate completion of weekly paperwork
- Follow agreed cash handling procedures
- Support the management of stocktakes of paint and supplies as required

Home Studio & Workshop

- To support the development of the workshop within the Home Studio and deliver quality upcycled furniture for resale in the Home Store and across our portfolio of stores
- Support the create and develop the content and program for an upcycling course to be delivered throughout the year to external customers paying an agreed course fee
- To paint and upcycle individual customer's furniture and commissions orders as requested including special furniture features and designs
- To work with the Home Store management team to source suitable stock items for upcycling
- To prepare and paint stock items in the workshop
- To create and apply design details to stock items as identified for upcycling
- To use supplied materials correctly as per the produce instructions and ensuring all products are stored and locked away securely and in line with Health and Safety guidelines
- To provide direction, support and assistance with volunteers working in the workshop
- To act as an ambassador for Thames Hospice when visiting customers in their own homes/ or on company premises to discuss commission orders

Customer Service

- Create a welcoming, happy and professional atmosphere for customers and the shop team
- Provide excellent customer service at all times
- Maintain high standards of visual merchandising, window displays and housekeeping
- To proactively promote Thames Hospice in the community

Team Building and Leadership

- To support the leadership to motivate the Home Studio team to deliver targets and excellent customer service
- To support the recruitment, train and support volunteers ensuring they have sufficient training and development opportunities to maximise their potential

Organise and Manage

- Support the management of the staff and volunteers in the day to day running of the Home Studio
- Operate the agreed stock rotation system, regularly updating stock
- Operate the agreed pricing structure to maximise profits from the sale of upcycled furniture
- Manage an efficient back room operation including storage of stock and re-cycling of waste
- Management and stock control of bought in goods
- To monitor the overall maintenance of the workshop, reporting any issues appropriately

Planning

- To plan for and manage the day to day operation of the Home Studio including;
 - Planning and managing deliveries and collections, assisting drivers as required
 - Managing stock levels and effective stock processing
 - Managing and maintaining the staff and volunteer rotas to ensure adequate cover is provided during trading hours, planning for days off, leave and possible sickness

Legal / Security

- Ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site
- To ensure all staff and volunteers are trained in fire / evacuation procedures
- To ensure data protection legislation is complied with, particular customers and staff records
- Follow Thames Hospice procedures when handling money and goods and ensure adequate security of the Home Studio, its personnel, money and goods
- To report all accidents and incidents promptly, using the designated form

Working with others

- Be flexible, and be willing to work additional hours, when required
- To undertake such other tasks as may be reasonably required from time to time e.g. roll out of new initiatives or projects
- To be flexible and work in other locations should the need arise
- Travel to retail manager meetings and training sessions as required
- Engage & support activities of the wider organisation e.g. fundraising, marketing, and volunteering

- To maintain excellent knowledge of Thames Hospice in order that customers, staff and volunteer queries can be answered correctly
- Positively promote the work of the organisation building & developing positive internal and external relationships

General

- Some manual handling - lifting, carrying and sorting stock.
- Proportion of day spent working on a computer, inputting information
- Occasionally dealing with difficult/challenging customers

Working Pattern

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work, and will involve a regular element of weekend working.

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

Our Values

Our values are the essence of our culture and inspire our behaviour. They are:

Compassion – we treat everyone with kindness and compassion, providing a secure and caring environment.

Ambition – our desire and determination to succeed in meeting the growing needs of our local community.

Respect – we believe in treating everyone with dignity and respect.

Excellence – we are committed to delivering and demonstrating excellence in everything we do.

Person Specification

Please note that all criteria is essential unless otherwise stated

Specialist Knowledge and Experience

- Experience of working in an upcycled/ workshop environment with knowledge of using specialist paints and design materials
- Recent experience within a commercial role, including working to income and profit budgets
- Experience of managing staff, including recruitment, setting objectives, developing staff and managing performance
- Knowledge of Health and Safety obligations
- Experience of recruiting and managing volunteers (*desirable*)
- Experience of working for a charity (*desirable*)
- Willingness and ability to demonstrate commitment to Thames Hospice values

Results Driven

An ability to get results and willingly tackle demanding tasks. Sets and exceeds challenging personal targets.

Customer Focus

Experience of delivering excellent customer service.

Organisation

Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.

Using Initiative

Experience of taking responsibility for own actions and make decisions without referring to others.

Resilience

Ability to remain calm and self-controlled under pressure.

Communication

Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience.

Team Working

Ability to lead and develop professional, effective and supportive relationships with colleagues.

Flexibility

Ability to react positively to change and take others with you.

IT Skills

Ability to use and work with IT systems e.g. Stock IT system including word, excel and email.

Special Conditions

Current driving licence with insurance cover for "Business Use" (*desirable*)