

## Working for St Ann's

We're proud to care  
We're proud to work together  
We're proud to make a difference



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

All of our team members will role model our core values...

### *People matter*

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



### *Brave and bold*

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



### *Lead and learn*

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



### *Together we are stronger*

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



# Job Role Profile

**Title** Shop Manager

**Salary** Band 3, Level 1. Competency Based Framework. £20,393

**Location** Edgeley

**Responsible for** Relief shop  
Managers and volunteers

**Responsible to** Cluster Manager

## Core Purpose

To raise money for St Ann's Hospice by selling donated items

## Job summary

To undertake all aspects of managing one of St Ann's Hospices Charity shops.

Meet sales and income targets.

Provide excellent customer service.

Maintain a safe working environment.

Motivate staff and volunteers.



## Responsibilities

The shop manager will –

- ✓ Be responsible for the day to day running of the shop including opening & closing and processing sales and donations.
- ✓ Work towards targets set.
- ✓ Maintain high shop standards and cleanliness
- ✓ Work with colleagues to increase shop profitability.
- ✓ Ensure all Health & Safety checks and requirements are met.
- ✓ Participate in planned promotions
- ✓ Encourage the promotion of the hospice values through all shop activity.
- ✓ Actively engage in the local community both in person and online.
- ✓ Support regular communication with line manager.
- ✓ Manage, motivate and recruit staff and volunteers to ensure shop is staffed sufficiently.
- ✓ Manage incidents in line with policy and procedures.
- ✓ Follow standard operating procedures in all aspects of the role.

## Requirements

The shop manager will –

- ✓ Be educated to GCSE or equivalent.
- ✓ Have previous retail experience.
- ✓ Have an awareness of retail trends and the value of donated items.
- ✓ Be able to operate an electronic till.
- ✓ Have experience of working towards targets.
- ✓ Have experience of handling payments.
- ✓ Be able to keep up the physical demands of the role

The Shop manager will be able to -

- ✓ Demonstrate good communication skills.
- ✓ Be flexible in their approach to work.
- ✓ Manage a small team of volunteers

# Terms and conditions for the Shop Manager

## Contract

Permanent

## Work Pattern

37.5 hours over 5 days per week.

## Location

Edgeley shop

## Holiday

35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.

## Pension

Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).

## Life Cover

All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.

## Health Cash Plan

We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.

## Employee Assistance Programme

Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.

## Probation

Six months.

## Notice

4 weeks



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

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🌐 [www.sah.org.uk](http://www.sah.org.uk)

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