

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	RETAIL STORE MANAGER
GRADE	N/A
HOURS OF DUTY	37.5 p.w /over 7 days
REPORTS TO	Area Retail Manager
KEY RELATIONSHIPS	With the Deputy Retail Store Manager, Volunteers working in the store, along with the Area Retail Manager and the Director of Retail. The retail arm of the hospice, customers and supporters of the hospice.
RESPONSIBLE FOR	The day to day management and supervision of the Deputy Retail Store Manager and Retail Volunteers where relevant Retail Drivers

JOB SUMMARY

To manage the Charity Store by optimising sales and revenue generation achieving income targets and maximising gift aid opportunity.

Ensuring that the store is open during agreed core hours (which are normally from 9am to 5pm although store trading times differ from store to store) each Monday to Sunday including Bank Holidays.

Promoting the good reputation of the Hospice by maintaining high standards of customer care and service, cultivating good working relationships with volunteers working in the stores, and helping to ensure that the local community can readily perceive that their donations of goods and their custom give support for the good work of their local hospice.

To cultivate and foster relationships with the local retail community that maximise the opportunities for Saint Francis Hospice to be involved with and benefit from local events and occurrences

Although primarily based in the advertised store, the post-holder is expected to work across all Saint Francis Hospice stores providing holiday and other cover, and Saint Francis Hospice reserves the right to request both temporary and/or permanent changes of base to support the needs of the business.

MAIN DUTIES AND RESPONSIBILITIES

Management of Finance and Resources

- To achieve income targets
- To sign up and process donors for gift aid
- To encourage donations of quality items, to ensure goods are given to the correct store before ragged.
- To ensure that daily banking of money and the accurate and timely recording of all stock &

financial transactions affecting the stores are in accordance with Hospice and Retail policies.

- To manage the handling, sorting & processing and preparation for display of all stock delivered to the stores. This will include some heavy lifting, and is likely to involve regularly carrying goods up and down stairs, depending on each store's layout.
- To maintain the standard of items for sale; ensuring they are of the highest quality.
- To ensure appropriate pricing of items for sale, in line with policy
- To ensure appropriate rotation of stock by regularly checking items on display for sale, and to identify stock which may be better sold if transferred elsewhere
- To arrange for the disposal of unwanted goods as appropriate; including the transfer of stock to other Hospice stores and the regular clearance of rubbish
- To liaise with the House Clearance Manager concerning the store's needs for transport for the collection, delivery or transfer of goods
- To report trading results to the Area Retail Manager and to share ideas for improving immediate proceeds (stock turnover, short term changes to pricing etc.)

Management of premises

- To act as key holder and to be responsible for out-of-hours emergencies
- To ensure at all times that all store fixtures and fittings are kept clean and safe and that the sales floors are arranged to best effect; such that goods are attractively displayed, including regular attention to the store windows
- To co-operate with the Office Manager to ensure notice boards and other information is up-to-date, including the display of Hospice fundraising materials promoting Hospice events and other activities. To support visiting hospice staff during surgeries, events and information days in retail premises.
- To comply with all Regulations from DTI, HSE and the Trading Standards Authority, details of which are supplied by Head Office
- To be responsible for all Health and Safety matters at the store; to identify hazards and to ensure that they are quickly remedied and reported to Head Office. To carry out weekly tests of fire alarms and to undertake local fire drills; as recommended from time to time by the Health and Fire Safety Advisor

Management of People

- To arrange rosters to ensure that, throughout agreed opening hours, there is for sufficient cover of staff and Volunteers for the smooth sorting, distribution and display of stock, security on the sales floor and high quality customer care and service
- To keep fully apprised of all current policies, procedures, Codes of Practice and manuals, and to ensure compliance by Volunteers working at each of the stores

- To assist with the recruitment, and to train and manage the Deputy Retail Store Manager; providing support, welfare & guidance as appropriate and as may also be directed by the Area Retail Manager
- To recruit, train and manage all volunteers for the store; providing support, welfare & guidance as appropriate and as may also be directed by the Area Retail Manager
- To demonstrate at all times an understanding of the diverse needs of individuals and actively support equality of opportunity

Other

- To attend regular meetings with the Retail Management and all other Retail Managers as required, at the Hospice and in Retail Head Office

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matters during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you

should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice

The post holder will be expected to perform any other such duties as might reasonably be required by the Directors and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

RETAIL STORE MANAGER

E = ESSENTIAL	D = DESIRABLE
Education & Training	
A good standard of basic education, including “good” GCSE passes in both English and Mathematics	E
NVQ 2, or better, in Retail Management or equivalent qualifications	D
Skills/Abilities/Knowledge	
Excellent communications skills, both written and verbal with an ability to communicate effectively with a diverse range of people.	E
Knowledge of product pricing, with the ability to recognise stock potential to generate income	E
Good working knowledge of ICT, in particular Windows & Microsoft Office applications	E
Excellent administrative and organisational skills.	E
Good level of numeracy, able to handle money and keep records	E
Ability to analyse and make clear judgements even when working under pressure	E
Able to work on own initiative and as part of a team	E
Experience	
Significant retail experience working within a modern retail environment	E
Experience of charity shop retailing	D
Experience of working with and motivating volunteers	D
Experience of working with Cybertill or other POS systems	D
Other Requirements	
Good general health since the job involves some heavy lifting, frequently carrying goods up and down stairs, and standing for long periods of time.	E