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| Role Profile – Shop Manager | |  |
| **Reports to:** | **Area Manager (Retail Manager for Furniture Shops)** | |
| **Accountable to:** | **Head of Retail** | |

Main Purpose of Post

To raise funds for the Hospice, reaching agreed annual income and expenditure budgets, through the efficient management and development of a Hospice charity shop.

To assist in raising the profile of the Hospice within the local community.

Specific Duties and Responsibilities

**1. Employee and Volunteer Management**

1.1 Manage all shop employees and supervise all shop volunteers in line with Hospice policies and procedures.

1.2 Interview and train shop employees and volunteers in line with Hospice policies and procedures, calling on support from the Area Manager (AM) and Retail Manager (RM) as required.

1.3 Ensure the ongoing performance review and personal development of employees and volunteers to meet the needs of the individual and the organisation.

1.4 Provide management, supervision, training and support to employees and volunteers as per the organisational structure, resolving any difficulties in line with Hospice policies and procedures.

1.5 In conjunction with the AM (or RM), Personnel & Volunteers Department and Hospice Communications Team, recruit sufficient volunteers to ensure the shop is effectively run.

1.6 In conjunction with the AM (or RM), ensure that the shop has sufficient paid and volunteer cover at all times including days off, holidays and sickness.

1.7 Ensure shop employees and volunteers understand and adhere to all Hospice policies and procedures, the law and external monitoring agencies such as HMRC, Health and Safety Executive.

1.8 In conjunction with the AM (or RM) and Communications Team, ensure shop employees and volunteers are aware of, understand and can talk knowledgeably about the core business of the Hospice.

1.9 Ensure shop employees and volunteers are communicated with in a timely and effective manner.

**2. Shop Trading**

2.1 Ensure that the shop is open during set trading hours.

2.2 In conjunction with the AM (or RM), Stock Collectors and Retail Administration colleagues, ensure the shop has sufficient donated stock to reach income targets and that the stock collection service operates efficiently and is promoted.

2.3 Manage the handling, sorting and pricing of all stock to required standards in order to achieve the best possible price for donated goods.

2.4 Ensure that the stock is merchandised effectively, efficiently and attractively in order to ensure the shop looks appealing. Regularly review the layout of the shop in order to maximise space and stock usage.

2.5 Ensure that all stock is coded and removed from sale within the set timescales and in conjunction with the AM (or RM) and Stock Collectors is efficiently transferred to other shops.

2.6 Through effective training and management ensure that gift aid is constantly promoted to donors and that all gift aid stock is processed in accordance with the regulations and that gift aid stock is always scanned.

2.7 Through effective training and management ensure that the highest standard of customer care is delivered by both employees and volunteers.

2.8 Ensure that high standards of cleanliness are maintained within the shop, back room, kitchen and WC areas. Ensure the exterior of the shop is kept clean and tidy and the windows and fascia cleaned regularly.

**3. Other Trading**

3.1 Undertake a minimum of two events per year in order to raise profile and income for the shop and the Hospice.

3.2 Work closely with the Hospice’s Fundraising Team to promote events, collect recycling, sell promotional items, sell raffle tickets and generally assist with fundraising initiatives.

3.3 Within the shop, promote and control bought in goods and promote the sale of virtual gifts.

3.4 Identify suitable items for sale on ebay and Amazon and pass to Head Office in order to maximise profits for the Hospice.

3.5 Work with the AM (or RM) to maximise income to the retail chain through transferring specialist stock to shops which can maximise income to the Hospice through its sale.

3.6 In conjunction with colleagues from the Retail and Fundraising Teams assist on a rota basis with the organisation and running of retail events such as Vintage Fayres.

**4. Administration**

4.1 Be responsible for and check the security of stock and cash on shop premises and report any shortfalls to the AM (or RM).

4.2 Ensure the accurate and timely completion of the daily cashing up and banking procedures.

4.3 Ensure that all records and administrative paperwork are accurately completed and submitted within agreed timescales.

4.4 Ensure that cash donations are correctly handled and paperwork sent to Head Office by intramail and post.

4.5 Ensure the police key holder list is kept up-to-date and that employees and volunteers are aware of emergency, out of hours procedures.

4.6 Ensure that the shop’s information point and window posters are kept up-to-date.

**5. General**

5.1 Liaise with the AM (or RM), leaving instructions for Mobile DSMs and Bank Staff, as necessary, ensuring optimum use of their time.

5.2 Be aware of the overall activities of the Hospice and occasionally represent the Hospice at functions when necessary.

5.3 Work collaboratively with colleagues across the whole fundraising department in order to maximise overall income for the Hospice.

5.4 Provide the AM (or RM) with regular activity reports and information on income and expenditure.

5.5 Attend and participate in meetings with the AM (or RM), retail and other group meetings.

**6. Hours and Location of Duties**

37.5 hours per week, mainly over Monday to Saturday but with occasional Sunday working depending on operational need.

The post is based in a specific Hospice shop but working in other shops and in the Hospice can be required on both a temporary and permanent basis.

7. **General Duties and Responsibilities**

All St Gemma’s employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with Hospice policies and procedures at all times.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

***This Role Profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the postholder and employer***

This post is not subject to a Disclosure & Barring Service check.