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| **Employee Specification – Shop Manager** |  |

St Gemma’s Hospice is an equal opportunities employer and endeavours to recruit the best person for each vacancy regardless of gender, race, religion or belief, age, sexual orientation, disability or any other factor irrelevant to the ability to do the job. Employees are required to follow the Personnel policies and procedures supporting recruitment and selection.

| **Attributes** | **Essential** | **Desirable** | **How identified**  **Interview = I**  **Application form = A** |
| --- | --- | --- | --- |
| **Experience** |  |  |  |
| Experience in either charity shops or standard retail | ✓ |  | A / I |
| Management/supervisory experience of staff and/or volunteers | ✓ |  | A /I |
| Experience of working with volunteers |  | ✓ | A / I |
| Experience of interviewing and appointing staff |  | ✓ | A / I |
| Working towards and achieving financial and/or time related targets | ✓ |  | A / I |
| Experience of understanding and acting on financial management information |  | ✓ | A / I |
| **Knowledge** |  |  |  |
| Knowledge of retail gift aid |  | ✓ | A / I |
| Knowledge of EPOS systems |  | ✓ | A / I |
| Knowledge of applicable Health & Safety legislation |  | ✓ | A / I |
| **Qualifications/Training** |  |  |  |
| Management/supervisory training |  | ✓ | A / I |
| Customer service training |  | ✓ | A / I |
| Retail management training |  | ✓ | A / I |
| **Skills/Abilities** |  |  |  |
| Ability to form good working relationships with managers, staff and volunteers at all levels | ✓ |  | I |
| A good people manager | ✓ |  | I |
| Effective leadership skills | ✓ |  | I |
| Ability to prioritise own workload and that of others | ✓ |  | I |
| Ability to communicate effectively | ✓ |  | I |
| Planning and organisational skills | ✓ |  | I |
| Ability to set and achieve operational goals | ✓ |  | A / I |
| Ability to manage devolved budgets and work towards targets | ✓ |  | A / I |
| The ability to manually handle donated stock | ✓ |  | I |
| **Personal Attributes** |  |  |  |
| Good inter-personal skills | ✓ |  | I |
| Ability to work as a team member | ✓ |  | I |
| Ability to be adaptable and to work flexibly | ✓ |  | I |
| Self-motivated/able to motivate others | ✓ |  | I |
| A professional manner with both internal and external contacts | ✓ |  | I |