

Retail Support Manager

Job Summary

St Teresa's Hospice, Darlington is seeking a Retail Support Manager to join the retail team, providing cover in the absence of the Shop Manager across our network of charity shops. The ideal candidate will possess strong leadership skills, a passion for delivering exceptional customer service and thrive in a fast-paced environment.

Location: Various shop locations around Darlington, Thirsk and occasionally Leyburn

Hours: Usual working pattern of 22hrs per week, worked over 4-5 days out of Monday to Sunday on a rota basis, covering between usual shop opening hours of 10am to 4pm. You must be able to work Saturdays and occasional Sundays.

St Teresa's Hospice Band 2: WTE £23,292.00 per annum (pro rata to hours contracted). Actual Salary £13,664.64.

Important application info: Successful applicants are required to provide an enhanced disclosure. Disclosure expense will be met by St Teresa's Hospice. All posts are subject to a six-month probationary period.

The closing date for this job is: 11 January 2026 or as soon as sufficient applications have been received. Please apply as soon as possible to be considered for this role.

Please be aware that we do not have a sponsor license and are therefore only able to appoint candidates who are eligible to work in the UK.

Main duties of the job:

We are a forward thinking, inclusive registered Charity with Inpatient, Outpatient and Hospice at Home services, providing care and support to palliative patients and their families in their own homes and at St Teresa's Hospice.

This is a key role within the Hospice retail operation, working across our network of charity shops providing cover in the absence of the Shop Manager ensuring the smooth running of the shop and high level of customer satisfaction, contributing towards income generation.

Essential and desirable qualifications, skills and experience include:

Essential:

- Provable professional retail experience
- Provable professional experience of front-line working with the general public
- Able to produce professional-standard shop window displays
- Able to accurately sort and estimate price of donated goods for sale
- Excellent verbal communication skills, with ability to liaise effectively with all sectors of the workforce and general public
- Able to handle customer complaints with dignity

Desirable:

- Provable charity retail experience
- Experience of using an electronic system to record Gift Aid details, e.g. E-productive or similar
- Experience of working with volunteers/as a volunteer
- PAT Testing qualification

For further details, please see the job description and person specification which is available from our website at <https://darlingtonhospice.org.uk/work-with-us/>

An induction and ongoing training will be provided.

About Us:

Join an organisation where we all work together for a shared charitable goal, based in beautiful grounds, with a community feel and an inclusive culture.

Benefits of working for St T's include:

- Training and development opportunities
- Generous company annual leave, sick pay, and maternity/paternity/adoption pay entitlements
- Continuation of existing NHS pension scheme at Band 5+, and other pension schemes available
- Opportunities to attend and participate in fun and exciting fundraising and awareness events
- Workforce events, including long service awards
- Employee Assistance Programme including free counselling/CBT
- Discounted complementary therapies including acupuncture & massage
- Free eye tests for computer users
- Free will-writing service via Octopus Legacy
- Discounted local leisure centre membership and eligibility for Blue Light discount card

Please contact HR for further details.

St Teresa's Hospice complies with GDPR during the recruitment and selection process. For information on how we process your data, please see the NHS Jobs Privacy Notice and St Teresa's Hospice Recruitment Privacy Notice.

St Teresa's Hospice is a Disability Confident Employer. We are committed to employing and retaining disabled people, and we encourage applications from all sectors of the community.

To apply:

Please apply using indeed: <https://uk.indeed.com/job/retail-support-manager-805cb59c11855982>

For more information about the role, please contact the HR Office on 01325 254321 or hr@darlingtonhospice.org.uk

Our Values:

Our values are our core beliefs. They explain who we are, what we believe in and what we stand for.

