

St Teresa's Hospice

JOB DESCRIPTION

1. JOB DETAILS

Job title: Retail Support Manager

Hospice Band: 2

Reports & is responsible to: Retail Operations Manager

Location: St Teresa's Hospice Charity Shops
(The Retail Support Manager will be required to work at any St Teresa's Hospice shop across South Durham and North Yorkshire, as deployed)

2. JOB PURPOSE

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.

3. ORGANISATIONAL CHART



4. KEY RESULT AREAS

1. Maximising Income Generation:
 - to take operational responsibility for the successful running of the designated shop as directed by the Retail Operations Manager.
 - to work in all shops to cover Shop Manager's holidays and days off as directed.
 - to maximise income through the shop operation.

2. Stock Control:
 - to assist the shop managers in managing the day to day running of the shop and act as Shop Manager in their absence.
 - work with the Retail Operations Manager to ensure that supplies of donated goods are plentiful.
 - ensure that people requesting collections (of donated goods) are responded to quickly and courteously.
 - ensure that surplus stock is disposed of profitably or re-distributed in other shops.
3. Financial:
 - be responsible for ensuring that monies taken in the shop are accurately recorded and banked on a day to day basis.
4. Motivation and Co-ordination of Volunteers:
 - work with the shop staff team of volunteers to ensure they are an effective workforce.
 - ensure that the volunteers are well-informed about the hospice and its work.
 - be the first line in any grievance and disciplinary procedures involving shop volunteers.
 - to take active steps to recruit and retain a reliable volunteer team.
5. Health & Safety at Work:
 - ensure compliance with current health and safety legislation.
6. Premises:
 - ensure that the building is well maintained and that repairs are carried out swiftly, economically and effectively (working with prior approval where expenditure is necessary).
 - ensure that the building is kept secure when unattended
 - support the Facilities Manager in ensuring that the building and contents insurances are adequate and up to date.
7. The Hospice Staff Team
 - the Retail Support Manager will be an integral part of the wider hospice staff team and as such will be expected to attend and participate fully in staff meetings and other meetings as appropriate. The community fundraising staff in particular will work closely with the Retail Support Manager to ensure a “one organisation” message where fundraising is concerned.
8. Additional Responsibilities:
 - additional duties may be agreed with the Line Manager.
9. Hours of Work:
 - May include Saturday, Sunday and Bank Holiday working on a seasonal basis to coincide with tourist times and events

5. MOST CHALLENGING PART OF THE JOB

To ensure that the shops meet their fundraising and awareness-raising targets, and to ensure that the general public and our volunteers have a positive experience when supporting the Hospice.

6. DBS / other checks required:

This post is deemed to require a Disclosure check - Enhanced Level, with the Disclosure and Barring Service. This is due to the fact that the post has access to children or vulnerable adults. Further information on the Disclosure service is available from <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>

All employees of St Teresa's Hospice are required to provide proof of their eligibility to work in the UK.

Employees will be required to complete compliance checks in line with our current policy, as relevant to their role, such as providing evidence of professional registration, insurance and qualifications, employment history and references, and health clearance.

This job description is intended as a guide to the principle duties and responsibilities of the post. It must not be regarded as precisely defining all duties and will be subject to amendment in the light of developing service needs and changes in health policy.

PERSON SPECIFICATION

All factors must be measurable and justified by the job

	ESSENTIAL	DESIRABLE
KNOWLEDGE AND QUALIFICATIONS		
1. Level 1 or higher standard of literacy (equivalent to GCSE Grade G or higher)	✓	
2. Level 1 or higher standard of numeracy (equivalent to GCSE Grade G or higher)	✓	
3. PAT Testing qualification		✓
EXPERIENCE		
1. Provable retail experience in a managerial capacity (e.g. business owner, supervisor, team leader or shop manager)		✓
2. Provable professional retail experience	✓	
3. Provable professional experience of front-line working with the general public	✓	
4. Provable charity retail experience		✓
5. Experience of using an electronic system to record Gift Aid details, e.g. E-productive or similar		✓
6. Experience of working with volunteers/as a volunteer		✓
SKILLS AND COMPETENCIES (demonstrable abilities)		
1. Able to produce professional-standard shop window displays	✓	
2. Able to accurately sort and estimate price of donated goods for sale	✓	
3. Excellent verbal communication skills, with ability to liaise effectively with all sectors of the workforce and general public	✓	
4. Able to handle customer complaints with dignity	✓	
5. Basic level of computer literacy, with ability to use email, word processing and record keeping software	✓	

PERSONAL QUALITIES AND MOTIVATION		
1. Able to work with minimum supervision	✓	
2. Available to work on Saturdays and preferably occasional Sundays	✓	
3. Able to work with and motivate the volunteer workforce with tact and diplomacy	✓	
4. Ability and enthusiasm to work in a busy team	✓	
5. Courteous and professional manner	✓	
6. Able to travel for work on a day to day basis using own transport, including transporting goods/equipment (business use insurance to be arranged by worker at their expense)	✓	
7. Professional appearance consistent with company guidelines	✓	