**Hospice of the Valleys**

**Job Description and Person Specification**

**Title: Shop Manager**

**Grade**: £24,785

**Responsible to: Head of Income Generation**

**Accountable to: Retail Operations Manager**

**Hours of work:** 37.5 hours per week. Working 5 days out of 6 trading days (Monday to Saturday between 9am – 5pm)

**Locality: Will be based in Abergavenny** (will also be expected to cover our other shops within Blaenau Gwent as and when required)

Key Working relationships: Head of Income Generation, Retail Operations Manager, other shop managers and deputy managers, Income Generation team, shop volunteers and key external stakeholders

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1. **Job summary:**

To effectively manage the day to day running of the shop, ensuring that targets are met for sales and gift aid. Manage and support the shop volunteers to ensure that all policies and procedures are adhered to while maintaining an excellent standard of customer service and shop appearance. Proactively recruit, retain and manage shop volunteers to support with the day to day running of the store.

**Philosophy of care:**

The post holder will work within the Hospice of the Valleys philosophy of care and professional standards.

1. **Specific Duties and Responsibilities**

**KEY TASKS:**

* Responsible for the commercial performance of the shop. Which will involve achieving and exceeding income targets for store sales and online sales. Plus, targets for gift aid sign-ups and conversation rate.
* Make sure the store is managed in accordance with all the Hospice’s policies and procedures.
* Effectively manage unit throughput of donated items while working within the Hospice’s price guide for donated stock to maximise sales and achieve average selling pricegift targets.
* Maintain the required stock density and fill levels while working within the Hospice’s stock rotation guidelines, so there is plenty of selection and choice for customers.
* Proactively recruit, train and retain shop volunteers to assist the day-to-day effective running of the store.
* Maximise income from furniture donations, making sure all furniture is clean and well presented.
* Effectively manage stock to minimise Rag.
* Maximise income from donated items by utilising online selling platforms.
* Working closely with the Retail Operations Manager and wider team encourage growth in the shop’s turnover by encouraging local awareness and proactively generating stock donations from the public.
* Organise and manage volunteer shop rotas to ensure sufficient cover is maintained and holidays and sickness are covered, so that the shop remains open during agreed trading hours. And provide any necessary cover where needed.
* Maintain high visual standards, presentation of stock and cleanliness throughout the store.
* Responsible for maintaining exception standards of customer care.
* Undertake cashing up and banking procedures makes sure the Hospice’s policies are adhered to at all times.
1. **General Responsibilities**
* Provide support and cover to other shops within the retail network as and when required by the Retail Operations Manager.
* Attend regular meetings when required by the Head of Income Generation and Retail Operations Manager.
* To complete all necessary paperwork relating to the shop and the Retail Operations Manager is kept up to date regarding any issues.
* Be aware of and comply with Trading Standards legislation.
* Working in partnership with other departments to promote all aspects of the Hospice.
1. **Education and Training:**
* Take responsibility for personal professional development and attend courses as identified through the annual staff development review.
* Participate in the hospice appraisal system setting realistic objectives in order to maintain a personal professional profile and demonstrate a high level of practise.
* Attend mandatory training according to the hospice guidelines.
1. **Health & Safety:**
* Provide a safe environment for customers, staff and volunteers
* Make sure that the premises conform to required health and safety regulations
* Ensure that all statutory requirements are met with regards to Health and Safety at work in respect of facilities, equipment, staff and volunteers: report all outstanding health and safety matters to the Retail Operations Manager.
1. **Personal Responsibilities:**
* Ensure all Hospice of the Valleys policies, store standards and operating procedures are maintained and followed in a consistent manner and communicated effectively to staff and volunteers.
1. **Confidentiality:**
* Always maintain confidentiality and to comply with the Hospice of the Valleys policy on Information Governance, thus ensuring security in the management of the use of third-party data.

This job description is not exhaustive and may be amended. You also may be asked to undertake other duties within the general level and scope of the post.

Staff are expected to promote a harmonious and welcoming atmosphere for customers, patients, relatives, volunteers and others and to maintain and enhance the reputation of Hospice Care at all times.

**PERSON SPECIFICATION**

**Job Title: Shop Manager, Abergavenny, Monmouthshire**

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|  | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS** | * GCSE A-C Level or equivalent
* Excellent numeracy

 And literacy. | * NVQ level 4 in Retail Management or equivalent qualification or work experience
 | **Application Form/Certificate Check** |
| **EXPERIENCE** | * Retail background/ retail management experience
* Experience working to financial targets
* Experience of managing people and creating a positive and fulfilling environment
* Experience of merchandising and visual displays
* Cash Handling
 | * Experience of working within a charity shop environment
* Experience of working with volunteers
* Experience of furniture related retailing.
 | **Application Form/****Interview/****References** |
| **SKILLS** | * Self-motivated using initiative to achieve goals
* Able to lead a team with the ability to get on with people from all walks of life
* Time management and delegation
* Well organised and able to adapt and prioritise to changing circumstances
* Ability to communicate effectively both verbally and in writing
* IT literate
* Numerate with the ability to analyse figures and demonstrate commercial acumen
* Demonstrable flair and creativity in maximising the shop’s potential
* Ability and confidence to communicate new ideas and implement them
 | * Ability to assess the quality and potential value of a variety of fashion items and household goods up to and including antique pieces
* Team coaching and motivation to achieve optimum results
 | **Application Form/****Interview/** **References** |
| **KNOWLEDGE** | * Understanding of retail laws, security, and health and safety.
* A knowledge of furniture and fashion brands.
* Knowledge of generating stock donations
 | * Knowledge of Hospice of the Valleys
* Knowledge of the local charity shop sector, the third sector
* Knowledge of current safe working practices and legislation
 | **Application Form/****Interview/****References** |
| **PERSONAL ATTRIBUTES** | * Full UK driving licence and access to vehicle
* Ability to work with minimal supervision, taking responsibility for own work and your team
* Positive attitude to all aspects of work
* Target driven
* Flexible attitude to work
* Friendly and approachable manner
 |  | **Application Form/****Interview/****References** |