

Job Description

St Cuthbert's Hospice



Making every day count since 1988

1. JOB DETAILS	
Job Title	Retail Store Manager Durham
Department	Retail Retail Mission - To generate income and support for the Hospice through a professional retail presence. Retail Vision - To be the public face of the Hospice, developing and enhancing our reputation and profile through excellence in customer service in a welcoming retail environment.
Grade	4
Responsible to:	Sales Manager – Retail & Lottery
2. AIM <ul style="list-style-type: none">• Responsible for the management of the operation of the Retail Store• Responsible for devising, and the delivery of the Retail Annual Plan for the shop/outlet• Line manage staff and volunteers, lead, organise and motivate the team to effectively achieve the sales and gift aid budgets and to control costs• Responsible for ensuring the team deliver and implement the Retail Mission and Vision• Responsible for compliance of health and safety on site	
3. ORGANISATIONAL CHART See separate sheet	
4. KEY RESPONSIBILITIES Communication and relationships <ul style="list-style-type: none">• Build an effective working relationship with the Senior Management Team as well as the Sales Manager for Retail & Lottery , and also colleagues across the Retail Operation• Maintain and develop an effective working relationship with staff (Retail Supervisors/Retail Assistants as appropriate)	

- Ensure effective communication with staff, volunteers customers and donors
- Engage and communicate with the Board of Directors when required
- Advise and motivate volunteers on the Retail shop/outlet performance and operation
- Promote, develop and maintain a professional customer service to donors and customers
- In line with the Retail Vision be the public face of the Hospice, developing and enhancing the reputation through excellence in customer service, building on community support
- To work in conjunction with the HR team to promote volunteering, and to inform HR of the required operational volunteer hours, actual operating hours and any shortfall
- The role requires effective and sensitive communication on a regular basis with patients, and relatives

Analytical and judgement skills

- Responsible for devising and the delivery of Smarter objectives as agreed in the Annual Plan
- Report, review, monitor, and action against agreed Key Performance Indicators
- Instrumental in ensuring expenditure is managed within the agreed financial budget and maximum profit is achieved
- Analysis and review of sales and department breakdown figures to achieve the optimum sales floor layout and visual merchandising
- Review gift aid sales conversion and Eproductive (EPR) data information to inform activity/performance and increase gift aid income
- Oversee, the development of the online sales business, relevant processes and analysis

Planning and organisational skills

- Work with the Sales Manager for Retail & Lottery to ensure the Retail Mission, and Vision is achieved alongside the Annual Plan
- Responsibility for the planning, organisation, and all activities required as part of the operation of a Retail charity shop/outlet
- Provide leadership to the team
Daily management, organisation, instruction, delegation and allocation of tasks to the staff/volunteer team to effectively achieve the daily work load and sales budget
- Responsibility for planning and organising the staffing rota to ensure staff/volunteer cover for business trading hours
- Manage the processing, storage, recycling, disposal and distribution of donated goods to maintain safe and adequate stock levels.
- Contribute to the development of the Retail Operation, through team meetings, and supporting colleagues with the delivery of new projects
- Manage own time effectively prioritise own workload

Physical skills

- The role also involves the use of a computer and keyboard skills for data entry.

Patient/Client Care

- The role can involve incidental contact with patients, and regular contact with relatives in organising collections of donated goods from bereaved donors, accepting in memory donations, and providing customer/donor care following use of Hospice services.

Policy and Service Development

- Suggest recommendations regarding service improvements to the Head of Retail Operations and discussion with colleagues at team meetings Operations, and colleagues at team meetings
- Hospice policies and procedures should be complied with at all times.

Financial and Physical Resources

- Responsibility for managing the Sales and Gift Aid Budgets for the shop/outlet, and the control of costs
- Ensure adherence to the procedures for the security of the premises, stock, and handling and banking the daily takings
- Compliance with the Policy and Procedure for the handling of cash donations
- Compliance with Consumer Law, Trading Standards Regulations, HMRC Financial Regulations for Gift Aid, Internal Audit Regulations and the Charity Retail Association Code of Practice
- Compliance with the Payment Card Industry Data Security Standard (PCI DSS)
- Contribute to and comply with the Retail Risk Register
- Ensure high standards of cleanliness.
- Report as necessary any faults re: equipment or accommodation and ensure the safety and security of the building is met.

Human Resources

- Responsible for the day to day management of the staff and volunteer team, including participation in the recruitment process, induction, training, appraisal, and initial stages of grievance and discipline
- Organisation, development and motivation of the staff and volunteer team. (Average of 10 -25 volunteers in a shop team)
- Conduct 1-1 meetings with staff, and undertake annual feedback meetings with volunteers
- Manage staff and volunteer absences and holiday cover on site
- Attend and contribute constructively to Retail Team Meetings
- Organise regular shop volunteer meetings, discussing the agenda with the Head of Retail Operations
- Report any Human Resource concerns arising on site to the Sales Manager for Retail & Lottery.
- Undertake health and safety risk assessments to comply with the Hospice Health and Safety Policy, and Trading Standards regulations
- Attend mandatory training and other training courses as required or agreed at the annual appraisal (IPR)
- Required to comply with Hospice policies and procedures at all times
- Ensure confidentiality and data protection as required

Information Resources

- Responsible for collation of accurate retail sales and gift aid figures
- Responsible for compliance with HMRC requirements for gift aid auditable paperwork and computer data entry
- Adhere to Hospice Information Governance policy and procedures

Research and Development

- Continued awareness and monitoring of competitor activities both in the retail charity sector and "high street" retail.
- In connection with the above undertake regular competitor reviews and swot analysis on the retail shop/outlet

- Keep up to date with developments and new initiatives in the retail charity sector
- Continually look for ways to improve the quality of the service provided to customers, donors and other hospice stakeholders.

Freedom to Act

- Responsible for own area of work, which is managed by the Head of Retail Operations, and reviewed at regular 1-1 meetings
- Have a flexible approach, with the ability to work on own initiative
- Management of own workload deciding when reference to the Line Manager is required/appropriate

EFFORT & ENVIRONMENT

Physical

- This role involves an ongoing frequent requirement to exert moderate physical activity on a daily basis with the handling sorting and processing of donated and new goods. To include lifting and handling furniture, moving sacks, and boxes in the workplace, and to the retail van and also in assisting customers with purchases
- Moving and handling of shop fittings and furniture with layout/merchandising changes on a regular basis

Mental

- Managing the team and the organisation & planning of the workload requires reactive and proactive mental ability. Frequent requirement for concentration, interruptions are frequent, and the work pattern is unpredictable
- Analysis of figures and information on a weekly basis requires concentration

Emotional

- Management of staff/volunteers occasionally involves emotional circumstances
- Occasional exposure to distressing and emotional circumstances, dealing with customers and donors in situations of grief

Working Conditions

- Limited space and movement of goods on a daily basis require effective management to ensure Health & Safety is paramount
- Occasional exposure to highly unpleasant conditions during the process of sorting donated goods

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice’s policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder: **Date:**.....

Signature of Manager: **Date:**