



St Cuthbert's Hospice

*Making every day count since 1988*

## Person Specification

Post Title: Retail Manager		Grade 4	Department: Retail	
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	Good standard of education to A level or equivalent  English and Maths GCSE grade A-C or equivalent	Application form	Management qualification	Application form
Experience	Retail/Customer Service Management experience in the commercial or voluntary sector/and or qualification in retail or customer services to NVQ level 4 or equivalent  Setting and maintaining budgets as part of the annual planning process	Application form/interview	Management experience in the Charity retail sector  Experience working with volunteers	Application form/interview

<p>Skills and Knowledge</p>	<p>Management, leadership and training skills</p> <p>Good knowledge and understanding of the retail sector and customer service skills</p> <p>Excellent communication skills</p> <p>Good understanding of Health and Safety and Consumer law</p> <p>Computer skills (data entry)</p>	<p>Application form/interview</p>	<p>I.T. literate including excel</p>	<p>Application form/interview</p>
<p>Personal Attributes</p>	<p>Excellent interpersonal and communication skills</p> <p>Ability to work on own initiative</p> <p>Ability to lead and motivate a diverse team</p> <p>Ability to make reactive and proactive decisions</p> <p>Motivated and passionate about business and customer service</p> <p>Adaptable and flexible</p> <p>Positive and enthusiastic attitude</p> <p>Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity and reputation</p>	<p>interview</p>		

Special Requirements	The role involves a high degree of physical work, involving lifting and handling of furniture/goods  Occasional requirement to work in other Hospice shops/outlets		Able to travel independently across retail sites	
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**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....