

South Bucks Hospice – Job Description

Job Title	REUSE SHOP MANAGER
Hours of work:	42.5 hours per week- 9am – 6pm (30 minute unpaid lunch break) April to September 32.5 hours per week- 9am – 4pm (30 minute unpaid lunch break) October to March
Work days:	Department operates Monday to Sunday
Department:	Re-Use
Work Location:	High Heavens, High Wycombe
Reporting to:	Retail and Operations Manager
Date of issue:	May 2019

Job Purpose

Management leadership and retail expertise to oversee all aspects of the Reuse shop facilities including the management of the local reuse team, department activities and operational requirements to delight customers. Achievement of all agreed sales, financial and operational targets with an aim to maximise profits. 100% compliance with policies and procedures and compliance.

Key Responsibilities

Key Result Areas

- Appropriate management of the team to ensure operational effectiveness through the variety of management tools available to encompass all HR activities, staff appraisals, performance management, training and health and safety
- Overseeing the department and all activities to ensure that it complies with the Reuse Operation Manual, the site controls, including
 - Health and safety legislation (The Health and Safety at Work etc. Act 1974)
 - Consumer law (Consumer Rights Act 2005)
 - Trading standards requirements (The General Product Safety Regulations 2005)
 - Lottery regulations (Gambling Act 2005)
 - FCC's operational requirements
 - Portable Appliance Testing (PAT)
 - South Bucks Hospice's internal policies and procedures
- Responsible for accurate reporting regarding the performance, operational needs and general capacity to the Director of Finance and Operations to ensure that the Reuse site operates to its full potential
- Effective management of the site to reach agreed sales targets and plans for achievement
- Adherence to pricing policy and stock control measures, ensuring the shop is well stocked at all times
- Create effective relationships with traders to the benefit of South Bucks Hospice
- Successful and effective management of the auction process ensuring maximum income
- Active management of the feeder site process resulting in quality donation through the appropriate management and encouragement of the feeder sites.
- Motivate the team and create a positive environment resulting in a working environment that is clean, organised and suitable to support shop trading
- Effective staffing levels through management of rotas for both staff and volunteers and circulation of rota to Head Office
- Quick and successful resolution of all customer queries and complaints and escalate where necessary

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Behavioural Values

- Appreciates the impact that decisions and actions have on the business
- Ability to ensure that objectives or tasks are delivered on time and to an agreed quality
- Crucial front line operational role as part of team that delivers high quality services to a range of customers
- Pro-active and responsive to requirements to customers and colleague; a team player
- Fully understands internal and external customer expectations and requirements, and works to ensure these are exceeded and delight customers
- Works co-operatively and productively with others, to achieve results.
- Demonstrable knowledge and interest in retail and reuse
- Takes the initiative to work across boundaries to resolve challenges
- Demonstrates commitment and loyalty to South Bucks Hospice
- Self-motivated individual with strong customer focus
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written
- Uses original and creative thinking to make improvements or support the initiation of new approaches
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice
- Does the right thing for the long term success of South Bucks Hospice

Personal Attributes

- Retail management experience of 2 years, ideally in a charity environment
- Driving license with no endorsements and for insurance purposes over the age of 25.
- Demonstrate a consistent high standard of work and attention to detail
- Punctual and presentable
- Willing to learn
- Effective Communications with colleagues and Management team
- Calm temperament under pressured conditions
- Willingness to travel to other locations
- Customer Service focussed
- Approachable and accessible
- Basic computer skills

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

Signed by Job Holder

Date
