

South Bucks Hospice – Job Description

Job Title	Amersham Shop Manager
Hours of work:	37.5 , Working pattern in line with department operating hours Monday – Sunday 9.00am – 5.00pm (30-minute unpaid lunch break)
Work days:	Department operates Monday to Sunday
Department:	Retail
Work Location:	Amersham
Reporting to:	Interim Head of Retail Change Management
Date of issue:	May 2023

Job Purpose

Responsible for the day-to-day running of the South Bucks Hospice shop, through effective management of staff and volunteers. The manager is accountable for the shops' sales performance and agreed KPI's ensuring that targets are met, and vital funds are raised to support the services the hospice provides.

Key Responsibilities

The main responsibilities are:

- Maintain shop premises to SBH's high standards;
- Ensure familiarisation of self and team with health and safety, security, fire and trading standards gift aid requirements;
- Ensure that stock is available, displayed and well presented in order to maximise profits;
- Act in a professional manner and as an Ambassador for SBH at all times;
- Recruit (where possible) and motivate a team of volunteers, working together with the Volunteer coordinator;
- Induct and train volunteers in all aspects of shop operations, health and safety and customer service as required.

Key tasks

Management of staff and volunteers

Management of volunteers

- Hold regular team meetings with all shop staff and volunteers, ensuring everyone is fully aware of SBH work and future plans;
- To maintain an accurate list of volunteers, including names, addresses and emergency contacts;
- Delegate tasks to staffs and volunteers in accordance with their experience and abilities;
- Encourage team work and lead by example;
- Be sensitive to the needs of volunteers, many of whom may be bereaved;
- Encourage staff and volunteers to participate in SBH special events and all training opportunities designed to improve overall shop performance. Sales and stock;
- Manage staff sickness and holidays.

Shop Standards

- Select stock and ticket and price in accordance with agreed guidelines;
- Ensure a good commercial mix of stock is available on the shop floor to maximise sales and profit;

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- Ensure that stock is displayed on the shop floor and well presented to maximise sales potential and minimise loss or damage;
- If deputising for another Shop Manager, maintain a rigorous process of stock rotation, through date stamping and subsequent “culling”;
- Arrange for the sale or safe disposal of unsold and unsaleable items;
- Ensure maximum uptake of the Gift Aid scheme through training and encouraging volunteers;
- Ensure maximum use of selling through our eBay and online shopping site.

Customer Service

- Provide excellent customer service at all times;
- Show appreciation to donors for all donated goods;
- Deliver and maintain high standards of shop presentation, keeping the premises clean and tidy at all times;
- Offer all possible practical assistance to customers;
- Maintain and encourage a cheerful and welcoming atmosphere in the shop at all times;
- Ensure the shop is open at all published opening hours;
- Recognise customers may be or know of users of the SBH service or be bereaved and show empathy as appropriate. Personal / professional;
- Comply with all SBH policies and procedures;
- Maintain and improve professional competence by attending training courses, study days and conferences as appropriate;
- Participate in annual Individual Progress Review (IPR) system and personal development planning meetings;
- Attend relevant meetings as appropriate.

Health and safety

Health and safety

- Understand fire regulations and action to be taken in the event of fire;
- Report any accidents / incidents at work and records adverse incidents as appropriate;
- Adhere to the Safeguarding of Vulnerable Adults and the Safeguarding of Children Policies and Procedures in relation to volunteering;
- Understand that preventing healthcare acquired infections and infection control is the responsibility of all staff and that infection control policies and guidance must be followed at all times.(hand washing , cleaning toys, etc.);
- Take all measures to ensure the safety of customers, staff and volunteers and supporters, in accordance with SBH Health and Safety Policy.

Key requirement of the role as detailed below.

- Moving and lifting of merchandise, bags / boxes of donated goods, books, and equipment. Full, current, valid UK driving license;
- Manual handling and / or heavy lifting.

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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 experience, ideally in a charity environment preferred;
- 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
