

South Bucks Hospice – Job Description

Job Title	Relief Assistant Shop Manager
Hours of work:	13.5 hours per week
Work days:	Saturday and Sunday
Department:	Retail
Work Location:	Across retail shops
Reporting to:	Shop Manager
Date of issue:	February 2024

Job Purpose

To assist the Shop Manager in the day-to-day running of the shop and act as a Shop Manager in their absence:

- Maximise shop sales and profits.
- Manage and develop the team.
- Provide excellent customer service.
- Manage stock levels.
- Maintain high standards of shop floor presentation and always adhere to shop standards.
- To ensure compliance with health & safety and other internal policies and procedures
- To act as an ambassador of SBH and always represent SBH in a professional manner endorsing our values and behaviours.

Accountable for the 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:

Key Result Areas

Sales & Profits:

- Assist in achieving agreed sales targets and maximising profit through effective cost control, proactive stock generation, optimum pricing, processing stock to agreed levels and stock planning.
- Ensure maximum use of online selling opportunities to include eBay, Ziffit, Music Magpie and others through process of selection most suitable stock and following an approved selling process.
- Ensure maximum uptake on Gift Aid scheme to achieve gift aid sales conversion through training in order to maximise new donor sign ups and repeat donations.
- Assist in analysing shop data to take the appropriate actions as required.
- Actively support any fundraising promotions as directed by the Head Office and your Line Manager.
- Implement all directives from the Head Office and your Line Manager.
- Price stock in accordance with South Bucks Hospice guidelines.

People Management:

- Support Shop Manager with recruitment and retention of volunteers.
- Support Shop Manager in induction and training of staff and volunteers.
- Ensure that tasks are properly delegated to staff and volunteers in accordance with their training and abilities.
- Encourage teamwork and lead by example.
- Assist Shop Manager in holding regular team meetings with all staff and volunteers, ensuring everyone is fully aware of SBH work and future plans;

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- Ensure that all staff and volunteers comply with SBH policies and procedures.
- In Shop Manager’s absence, ensure that instructions from the Head Office are communicated to staff and volunteers.
- Encourage volunteers to participate in SBH special events and all training opportunities designed to improve overall shop performance.
- Adhere to the Safeguarding of Vulnerable Adults and the Safeguarding of Children policies and procedures in relation to volunteering.
- Take all measures to ensure the safety of customers, staff and volunteers, supporters, in accordance with SBH Health and Safety Policy.

Customer service:

- Provide an excellent customer experience at all times through active customer engagement, offering all possible practical assistance and displaying good product knowledge.
- Maintain and encourage a cheerful and welcoming atmosphere in the shop, at the same recognising that customers may be or know of users of the SBCH service or be bereaved and show empathy as appropriate.
- Manage complaints efficiently and effectively.
- Show appreciation to donors for all donated goods.
- Ensure the shop is open at all published opening hours.

Stock Management:

- Assist in generating quality donated goods.
- Adhere to Trading Standards when deciding sale suitability of donated stock.
- Support Shop Manager in the implementation of effective processing systems, within the stock room, to support the needs of the sales floor.
- Ensure safety of all electrical items on sale by adhering to Portable Appliances Testing guidelines & relevant SBH policies.
- Price all sellable stock in accordance with agreed guidelines.
- Ensure that stock is displayed on the shop floor and well presented to maximise sales potential and minimise loss or damage.
- Ensure a good commercial mix of stock is available on the shop floor to maximise sales and profit.
- Ensure the shop density is kept full by ensuring there is always adequate stock available.
- Arrange, in conjunction with Retail Support Manager, a van collection/delivery service to provide enough stock to support the turnover of the shop.
- Maintain a rigorous process of stock rotation, through date stamping, reductions, and subsequent “culling”.
- Arrange for the sale or safe disposal of unsold and unsaleable items.

Shop standards:

- Deliver & maintain a high standard of merchandising and display, both in the windows and interior of the shop, complying with SBCH guidelines.
- Ensure high levels of housekeeping, organisation and cleanliness are consistently maintained at all times.

Compliance:

- Provide a safe environment that protects all staff, volunteers, and the public.
- Adhere to all policies and procedures including those relating to Health & Safety of premises and team.
- Adhere to all financial, money handling and banking procedures.

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- Ensure manual handling procedures are being followed.
- Adhere to fire safety guidelines at all times.
- Understand fire regulations and action to be taken in the event of fire.
- Report any accidents / incidents at work to Line Manager and record adverse incidents as appropriate.
- Report any maintenance or Health & Safety issue in the shop.
- Embrace changes and development of new IT and operational procedures.
- Complete all administration to required standard and deadlines.
- Order consumables and stationery as necessary.

Other:

- Maintain and improve professional competence by attending training courses, study days and conferences as appropriate.
- Participate in Individual Progress Review system and personal development planning meetings.
- Attend any relevant meetings as appropriate.

Behavioural Values

- Appreciates the impact that decisions and actions have on the charity.
- 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.
- Full driving license.
- 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.
- A knowledge and understanding of the SBH cause and its objectives.
- Strong people management skills and motivational skills.

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- Planning and organising to achieve results.
- Financial awareness.
- Manual handling and / or heavy lifting.
- Basic computer skills.

Essential experience:

- Proven experience of managing a shop at supervisory level.
- Commercial awareness.
- Proven experience of working effectively in a customer focussed role.
- Proven experience of working effectively in a team.
- Relevant experience of managing staff/volunteers.

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
