

JOB DESCRIPTION

JOB OVERVIEW

JOB TITLE	Shop Manager
DEPARTMENT	Retail
LOCATION	Retail Outlets, Colchester
REPORTS TO	Area Manager

KEY WORKING RELATIONSHIPS

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| <ul style="list-style-type: none"> • Retail & Fundraising team • Volunteer workforce • Customers & general public • Van drivers | <ul style="list-style-type: none"> • Suppliers / contractors • Staff within St Helena • Other charity retail & fundraising staff |
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KEY PRIORITIES

- To run an efficient and effective shop to maximise profits from the sale of donated stock for St Helena.
- To support the paid and volunteer team by providing communication, leadership, training, support, guidance and direction to their efforts.
- To promote the image of St Helena in the community.
- Each year the target will be adjusted to achieve an acceptable net profit in agreement with the Head of Retail. Any expenditure will also need to be agreed.

DUTIES & RESPONSIBILITIES

- To sell donated goods to the public to maximise profit for St Helena.
- To help recruit, motivate and train Assistant Manager and volunteers, providing management and supervision to the paid and volunteer team, ensuring constant cover of shifts and implementation of agreed weekly rota, to be covered by shops own budgeted hours in the first instance.
- To identify where the Assistant Manager and volunteers are not complying with good customer practice and teamwork and to manage this effectively with support from the Area Manager.
- To sort donated goods efficiently and educate customers and workforce on the appropriateness of donated goods.
- To act as the main key holder for the shop in the event of an emergency call out, and be conversant with emergency procedures, to ensure that any emergency issues are dealt with effectively.
- To organise and plan own workload and timetable, in consultation with the Area Manager, to ensure all deadlines are met on time.
- To liaise with the Donations Centre Manager for the supply of stock and ensure that adequate stock levels exist in the shop at all times.
- To be aware of "high value items" which may need special attention e.g. to select alternative avenues of sale such as specialist sales and auctions where the item would achieve a higher profit. To pass these for sale on e-bay if appropriate.
- To support and action new initiatives in raising money from donated goods, e.g. through claiming Gift Aid.
- To advise volunteers on pricing policies, shop presentation, merchandising, layout and display as set out in the St Helena Shop Manual.
- To control costs to ensure that any expenditure is only made with prior approval of the Head of Retail and as defined in retail budget.

- To conform to the guidelines of the shop manual and to be proactive in suggesting changes to procedure and policy to improve the retail enterprise.
- To attend regular meetings and training sessions with the shop managers and fundraising team to ensure good practice, underpinned by co-operative relationships and effective communication.
- Working with the Health & Safety team, to ensure that the working environments are safe for staff, volunteers and members of the public. To ensure adherence to maintain a particular interest in Health and Safety in the shop including ensuring that risk assessments are updated or carried out when necessary or the need arises.
- To ensure that all checklists for shop matters are sent to the Head of Retail on a regular basis.
- To ensure that the premises are adequately maintained and secured, and to report any defects to the Head of Retail as soon as possible.
- To comply with all the requirements of the security policy and procedures and complete the security checklist annually, including satisfactory resolution of issues identified, in conjunction with the Head of Retail.
- Working with the Head of Retail to identify a maintenance schedule for the premises for both presentation and Health & Safety requirements.
- To be responsible for all volunteer training in all aspects of their work, including customer service, cash handling, security, manual handling, store promotion, display, merchandising, Health & Safety and St Helena's associated policies and procedures.
- To liaise with suppliers and contractors as necessary.
- To maintain detailed and up to date records for Health & Safety, petty cash, banking and income records to be sent on a weekly / monthly basis to the Head of Retail and Finance Department.
- To inform volunteers about developments at St Helena, and give regular, positive feedback from the wider team on their value to St Helena.
- To act as the main channel of information feedback between St Helena and the volunteer work force, including dealing with any complaints or matters to be addressed.
- To ensure compliance of the Health and Safety at Work Act 1979 applicable to the job and to attend in-house manual handling and fire safety as requested.
- To be prepared to undertake training that will increase skills and retail knowledge

GENERAL - Applicable to all roles at St Helena

1. All of the above activities are governed by the operational policies, Standing Financial Instructions, policies and procedures and standards of St Helena as well as legislation and professional standards and guidelines.
2. All employees must comply with St Helena's Equal Opportunity Policy and must not discriminate on the grounds of sex, colour, race, ethnic, or national origins, marital status, age, disability, sexual orientation or religious belief.
3. Employees have a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by St Helena. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.
4. All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
5. St Helena is a smoke free organisation. Smoking is not allowed in any St Helena premises. If you would like help to give up smoking you should contact your GP or call the NHS Stop Smoking Help Line.

PERSONAL DEVELOPMENT

Be aware of own development needs and take appropriate action.

Keep updated of evidence based practice and government policies related to care.

Act as an effective role model at all times.

PROFESSIONAL DUTIES

To maintain personal professional status, ensuring that the requirements laid down by the relevant professional body for registration are compliant.

Exercise professional accountability as guided by the relevant professional body and maintained in accordance with the policies of the department and St Helena.

ANNUAL APPRAISAL

The post holder will be appraised on an annual basis and the process will include a review of the past year's performance, setting of aims and objectives for the coming year and identification of educational needs.

TRAINING

All staff will undertake such training as is necessary to perform the duties allocated and any mandatory requirements of St Helena. This will include mandatory training in line with your job role

QUALITY

St Helena aims towards maintaining the goodwill and confidence of its own staff and of the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under GDPR.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

All St Helena employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to St Helena safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

VALUES AND BEHAVIOURS

St Helena's core values and behaviours will be embedded in our recruitment, training and development review and decision making process

Value	Behaviour
Respect	Always considering others
Working together	Finding strength in teamwork
Being passionate about hospice care	Caring in all that we do and provide
Showing appreciation for all	A thank you matters
Valuing conversation	Taking the time to be excellent communicators

This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs and after consultation with the post holder.

PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • GCSE or equivalent grade C (pass) in English Language and Maths 	<ul style="list-style-type: none"> • Computer literacy (European Computer Driving License or equivalent experience)
Experience	<ul style="list-style-type: none"> • Proven retail experience • Good customer services experience • Effective management of staff • Accurate banking, petty cash, financial record keeping 	<ul style="list-style-type: none"> • Retail management experience • Working with volunteers
Skills & Knowledge	<ul style="list-style-type: none"> • Merchandising • Stock control • Strong organisational and planning skills • Excellent interpersonal and social skills • Managers of specialist shops will require relevant specialist knowledge • Excellent customer service skills 	<ul style="list-style-type: none"> • Health & Safety in the commercial environment • Knowledge of St Helena • Knowledge of antiques and collectables • Management of volunteers • Proven ability to drive sales and increase profitability
Communication	<ul style="list-style-type: none"> • Tactful, sensitive, tolerant, and positive manner • Good verbal and written communication skills • Negotiation and motivational skills 	<ul style="list-style-type: none"> • Can communicate about the work of St Helena accurately
Qualities	<ul style="list-style-type: none"> • Need to be able to get all St Helena Shops and offices, including during working hours. • Ability to use own initiative • Ability to work independently • Flexible approach to hours of work • Team Player • Commitment to quality and best practice • Positive, self motivated and committed to achieving results • Problem solver • Multi-tasking • Good time management skills • Able to move and handle potentially heavy loads on multiple floor levels e.g. furniture • Calm under pressure • Well organised and efficient • Creative and innovative 	

	SIGNED	PRINT NAME	DATE
EMPLOYEE			
EMPLOYER			