

## JOB DESCRIPTION

<b>Job Title:</b>	Shop Manager
<b>Team/Directorate:</b>	Retail
<b>Salary range/pay band:</b>	
<b>Reports to:</b>	Head of Volunteer Development and Retail
<b>Direct reports:</b>	Assistant Shop Manager
<b>Hours:</b>	Full Time
<b>Location:</b>	Allocated shop
<b>Job holder:</b>	

### Part 1: Job Profile

#### a) Main purpose of job

To lead the Assistant Shop Manager and a team of volunteers to maximise sales, deliver excellent customer service and ensure that the shop premises and assets are maintained to a high standard, according to legal requirements and Shooting Star Children's Hospices (SSCH) policies and procedures.

#### b) Work relationships

The post holder will work closely with and report directly to the Head of Volunteer Development and Retail and will also work with the following:

- Shop Managers, Assistant Managers & shop volunteers
- Distribution and Logistics Manager and eCommerce Manager
- Volunteer development team
- Finance team
- Fundraising teams
- Comms & marketing team
- HR
- Maintenance team
- Head of Facilities and Estates
- External contractors
- IT support team
- Epos support team

#### c) Decision making authority

The post holder is responsible for the performance of their shop.

The post holder will be required to make decisions on the quality, suitability and price of donations before they are placed on sale and on how goods are displayed throughout the shop and in the window displays.

The post holder will work with eCommerce Manager to decide if items would be suitable for selling at a higher price on eBay or through a promotional event.

The post holder will have control over rostering of the team of staff and volunteers, and delegation of duties and jobs.

## **d) Scope of Job**

1. Customer service
2. Processing and pricing of donations
3. Merchandising, display and promotion of stock and housekeeping
4. Sales and financial reporting
5. Line management
6. Coordination of volunteer team

## **Part 2: Main duties and key responsibilities**

### **a) Customer Service – 15%**

- Dealing with customer queries and complaints courteously and effectively
- Informing the Head of Volunteer Development and Retail of any serious incidents or complaints
- Ensure that any refunds are processed in line with SSCH refunds policy
- Ensure that the advertised trading hours of the shop are adhered to
- Ensure relevant documents are completed in the event of an incident/accident and reported accordingly

### **b) Processing donations – 20%**

- Process all donations as soon as possible, prioritising Gift Aid and high value items
- Prepare and clean items appropriately for display
- Oversee the recycling and arranging of collections
- Promote Gift Aid is at all available opportunities
- Ensure that the ongoing need for donations is publicised
- Price and ticket all items according to pricing strategy for the shop and ensure that all pricing and ticketing complies with legislation
- Ensure that stock is properly managed and rotated in accordance with latest guidance
- Identify high value or specialist items that may need to be sold in another capacity

### **c) Merchandising, display and promotion of stock, maintenance of high standards throughout the shop – 20%**

- Ensure that all merchandise is displayed attractively and that the window display is eye-catching
- Ensure that there are high standards of cleanliness and tidiness in all areas of the shop
- Publicise promotions and special events
- Support and promote Corporate events
- Purchase consumables and stock items in a timely manner

### **d) Sales and financial reporting – 15%**

- Ensure that daily/weekly financial reports are submitted and that any discrepancies are investigated
- Keep the Head of Volunteer Development and Retail fully informed and updated regarding the performance of the shop and any issues which may impact this
- Ensure that the Assistant Manager and shop volunteer team are kept informed of the shop's performance
- Ensure that the till procedures are always followed by employees and volunteers
- Ensure that issues affecting trade are monitored and communicated
- Ensure trading standards regulations are complied with

- Ensure that all financial documentation is correctly completed and up to date and is sent to the finance team in a timely manner, highlighting any issues
- Ensure that purchases from the shop by staff and volunteers are processed according to SSCH policy and that the appropriate records kept
- Ensure that charity donations by cash/cheque/card are processed according to SSCH policy and procedure guide

#### **e) Line Management – 15%**

- Ensure that the Assistant Shop Manager(s) are fully trained in all aspects of their role
- Fully brief Assistant Manager on shop priorities and matters concerning other areas of the charity. Give updates of any information, changes & decisions made at area meetings or by the organisation
- Ensure that the shop is always fully staffed, preparing rotas and managing holidays to ensure maximum productivity
- Create a positive working environment in which equality and diversity are well-managed and staff can do their best
- Plan and allocate work, monitoring achievement of deadlines, and supporting staff as appropriate
- Manage performance and development, mainly through regular supervision sessions and the Performance development review process
- Recruitment, induction, and ongoing training of staff

#### **f) Coordination of volunteer team – 15%**

- Work with the Volunteer Development team to recruit volunteers
- Ensure that the volunteers are inducted fully trained in all aspects of their role
- Ensure that volunteers are fully briefed on shop priorities and performance
- Roster the volunteer team to ensure maximum productivity
- Create a positive working environment in which equality and diversity are well-managed and volunteers can do their best
- Plan, delegate and allocate tasks to the team, offering support for the volunteer team as appropriate

#### **Other duties**

The post holder will be working in an environment that is constantly evolving and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.

The post holder must be able and willing to get to and work in other shops

The post holder must be prepared to offer cover at other shops and their own shop when required during the working week. Potentially there may be wider retail responsibilities allocated to shop managers.

The post holder will be required to apply for a Disclosure and Barring Service check

## Mandatory Criteria

### 1. Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate

The post holder will be responsible for health and safety in the area under their control and ensure that they are familiar with SSCH's policy on health and safety at work.

### 2. Mandatory Training

The post holder will attend all mandatory training relevant to their role

### 3. Our values and behaviors

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children, and young people with life-limiting conditions, and their families. We require that all our staff share our common values and display behaviors that will enable us to achieve our goals.

**Professionalism** – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

**Respect** – *We will treat each other with the utmost respect.*

**Integrity** – *We will be open, honest and transparent in all that we do.*

**Diversity** – *We will respect individuality and ensure inclusion and fairness to all.*

**Excellence** – *We will strive for excellence in all that we do.*



## Part 3: Person specification: Qualifications, experience and skill levels

### a) Qualifications

#### *Essential*

- 5 GCSE's A-C or equivalent including Maths and English

#### *Desirable*

- Retail or customer service qualification

### b) Experience

#### *Essential*

- Experience in managing employees
- Experience in managing a shop including knowledge of retail and health and safety legislation
- Administrative/cash handling experience

#### *Desirable*

- Experience of managing a team of volunteers

### c) Knowledge and Skills

#### *Essential*

- Experience of dealing with customers and maintaining a high level of customer service
- Verbal and written communication skills
- IT skills
- EPOS reporting
- Ability to motivate self and others
- Ability to work under pressure and deal with changing priorities
- Organisational and prioritising skills

#### *Desirable*

- Experience of working in a charity shop

### d) General attributes

#### *Essential*

- A self starter with the ability to work independently and take the initiative whilst knowing when to delegate jobs to others within the team
- Is organised and methodical and able to multi-task
- Works well in a team and on own initiative
- Is able to build good relationships with others
- Is flexible and willing to undertake varied responsibilities as part of a team