

JOB DESCRIPTION

'Happy to talk about Flexible Working'

Job Title:	Shop Manager (large multi- format)
Department:	Retail
Hospice Band:	Corporate Band G
Reports to:	Area Manager
Responsible for:	Relief Assistant Manager and Volunteers
DBS Required	None

Job Purpose

To be responsible for the performance and day to day to management of all aspects of the superstore, including, but not limited to:

- Income/Profit Targets
- Staff and Volunteer management, (wellbeing, performance, recruitment, training, rotas etc)
- Health and Safety of the store
- Stock generation
- Community engagement

Main Duties and Responsibilities

Day-to-Day Store management, Income/Profit Targets

- Always ensure the profitability of the store, through ensuring adequate stock is generated and sold at competitive prices and meeting set sales and profit targets, and also effective cost management practices.
- Appraise items for sale, including identification of suitable items for on-line sales (e.g. vinted, Facebook marketplace and ebay)
- Ensure effective working relationships with other members of the wider retail team, to support stock levels within the store
- Ensure the store layout is fit for purpose to maximise sales, special offers/displays etc

People Management



- Day-to-day line management of all people (employees and volunteers), for example rostering, sickness absence, target setting and appraisals etc
- To support the recruitment of staff and volunteers and induction planning
- To set objectives/targets within the store, and regularly monitor performance, taking necessary action, where appropriate, in line with relevant policies and procedures
- Provide training and guidance where appropriate, ensuring all people have completed mandatory training
- To ensure that the store is appropriately staffed at all times (managing rotas, annual leave/sickness cover etc)
- To support with the well-being of people in the team

Health and Safety

- To ensure that the store operates in a safe way for its people, customers etc, reporting where necessary any issues, obtaining relevant quotes where appropriate, and mitigating any risks/hazards
- Ensuring that people are appropriately trained in the agreed process for cash transactions, that cash is balanced every day, against receipts, and securely stored out of hours
- Pay daily takings into the relevant account, in line with agreed processes/policies
- Responsible for periodic health and safety checks, including fire alarm testing, fire drill etc
- Comply with relevant legislation and guidance for waste management/stock disposal
- Ensure relevant electrical testing of stock is undertaken prior to sale

Customer Service

- Ensure that customers and donors receive the very best service possible
- Be responsible for identifying and managing that arise from customers/donors and taking appropriate action where appropriate

Social Media

- Ensure a strong store social media presence by providing regular updates to the hospice marketing team that are engaging to potential customers, promote all the retail services and the wider hospice initiatives - wherever possible

Community and other

- To act as an ambassador for the Charity at all times, engaging with local communities
- To support the Area Manager(s), where appropriate

General Duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way which recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures

Infection Control

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs

PERSON SPECIFICATION

Job Title:	Superstore General Manager
Department:	Retail (Large Multi-Format)
Hospice Band:	Corporate Band G

Requirements	Essential	Desirable	How identified
Education and Qualifications	Good numeracy and literacy skills, at level 2 (GCSE or equivalent)		A, C
Knowledge and Experience	- Substantial experience in retail management (e.g. Team Leader, Supervisor, Manager) - Experience of working towards and meeting targets - Demonstrable experience of line management - Understanding of current retail trends - Knowledge and understanding of relevant legislation and best practice - Experience of utilising social media - Cash handling/Banking	- Previous charity retail experience - Experience of online retail platforms	A, I
Personal skills and attributes	- Confident decision maker - Able to manage multiple priorities at once - Excellent interpersonal skills	Full clean driving licence and access to own vehicle	A, I

<https://hospicecharitypartnership.sharepoint.com/sites/PeopleTeam472/Shared Documents/General/Recruitment/Recruitment/Applicants for open vacancies/Shop Manager - Aldridge Apr 2025/Job Description Shop Manager Band G.docx>



	• Time Management skills • Competent with use of email, internet and Word • Positive, enthusiastic and supportive management experience • Ability to work as part of a team • Adaptable and able to use initiative • Able to demonstrate stable leadership skills, and deal with issues in a professional and calm manner		
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A= Application form

I=Interview

T=Test

C=Certificate