

Job Description

Job Title:	Shop Manager – Bank
Responsible to:	Head of Retail
Responsible for:	St David's Hospice Retail Shop(s)
Location:	As specified in job advert
Contract:	Bank
Salary:	£10.64 per hour
Hours:	0 per week. As required.

Job Purpose:

To cover holidays and sickness, running St David's Hospice Charity Shops in a way that generates sustainable income for patient care, locally in North West Wales.

The Shop Manager will also be responsible for ensuring that St David's Hospice shops are representative of the Hospice by keeping it clean & tidy, safe and secure and with lots of choice and variance for supporters.

Main Duties and Responsibilities

- Working with colleagues to ensure the effective and efficient day-to-day running of the shops
- To embrace and utilise all technology and systems available to ensure timely and accurate reporting and responses
- Using EPOS data to take an active role in shop floor design and visual merchandising, particularly for the shop windows to ensure they are on brand and suitable for the location of the store
- To meet sales targets, and use data analysis to determine best placed products on the shop floor
- To supervise volunteers and bank staff on a day-to-day basis and provide training
- To promote Retail Gift Aid at every opportunity and increase income from RGA
- To work with the Warehouse and Logistics team to ensure efficient stock handling and rotation
- Take an active responsibility for merchandising goods and window dressing.
- Monitor sales to enable correct stock to be ordered
- Ensure that high levels of customer service are maintained from both staff and volunteers
- To meet the objectives of the retail strategy, both in terms of financial performance and service quality

- Responsibility for financial tasks, including use of EPOS and daily reconciliations.
- Banking of shop takings
- Ensuring the frontage, window display and interior of the shop is kept to a high standard, is cleanly and on trend
- Be knowledgeable to customers with regard to the Hospice's work and answer any questions or point them in the right direction
- Actively recruit volunteers to assist in the shop from the local area
- Responsible for setting up rotas for volunteers to ensure adequate cover
- Carrying out personnel duties at shop level and reporting to senior level
- Attend training courses as required
- Ensuring that standards of health and safety are met by both the job holder and other colleagues to comply with the Health and Safety at Work Act and report any concerns
- Completion of relevant documentation and compliance to internal systems
- Handling complaints from volunteers and customers
- Cross selling other department such as fundraising events, merchandise, lottery, legacy giving etc
- To inform the Retail Manager of any problems related to the running of the shop or with the premises immediately.
- To liaise with the Retail Manager to ensure the maintenance schedule is up to date for the shop.
- To be adaptable and flexible to the changing needs of retail

Health And Safety

- Comply with all health and safety regulations as per St David's Hospice Shops health and safety procedures

General

- Maintain confidentiality and comply with all Information Governance policies and procedures
- Be a positive ambassador for St David's Hospice. Adopt a personal style that enhances the reputation of the Hospice and fosters respectful and professional working relationships
- Contribute positively to team working within the Hospice and to implementing organisational objectives
- Participate in the Hospice's mandatory training programme as well as appraisals and performance reviews as required
- Work with your Line Manager to agree priorities
- Comply with all St David's Hospice's Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered
- To deal sensitively with confidential information while understanding and adhering to St David's Hospice's policies
- Support St David's Hospice's principles and practices of equality of opportunity, as laid down within the Equal Opportunities Policy

- As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager

Review Date/Right to Vary

- This job description is not intended to be an exhaustive list of duties. St David's Hospice reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

Signed by:
Employee's Name and Signature

Date:

Approved by :

Date:

