# **Sobell House Hospice Charity Ltd**

**Relief Shop Manager**

**Job description and Person specification:**

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| **Job title:** | **Relief Shop Manager** |
| **Department:** | Retail |
| **Responsible to:** | Relief Operations Manager |
| **Salary:** | £21,937 p/a + £1,500 car allowance |
| **Hours of Work:** | 37.5hrs across 5 days. Availability across 7 days required |
| **Holiday entitlement:** | 36 including 8 Bank Holidays |
| **Additional Benefits** | Car Allowance, Employee Assistance Programme, Death in Service, Cycle to Work |
| **Pension:** | 7% employer pension contribution |
| **Sick pay:** | 6 weeks in any rolling 12 months after probation completed |
| **Maternity/paternity pay:** | Statutory entitlement |
| **Type of Contract:** | Permanent |
| **Place of Work:** | All Sobell House retail shops across Oxfordshire |
| **Probation period:** | Six months |

**Role Description:** Working flexibly within the retail relief team to ensure the continued smooth operation of all Sobell House Hospice Charity shops across Oxfordshire during periods of manager absence. You will act as the Manager on duty, driving sales, merchandising, stock rotation and excellent customer service during periods of cover as we continue to raise funds for and promote the work of Sobell House Hospice within the community. For further information on the charity and its retail operation see; <https://sobellhouse.org/>

**Tasks and responsibilities:**

**Trading**

* Supporting overall retail profit contribution through the achievement of budgeted sales when covering shops
* Ensuring that shop operations are effective and thereby maximising sales income including opening and closing at agreed times
* Ensuring that the highest standard of customer service is maintained for customers and donors
* Maximising potential claimable Gift Aid income by promoting the Gift Aid scheme in store, increasing the number of new and repeat donors

**Stock and Merchandising**

* Ensuring that stock donations are processed daily and the shop floor stock is rotated regularly in line with shop and hospice operating guidelines
* Maintaining a high standard of display and visual merchandising
* Ensuring that stock is sorted, steamed and prepared for display as per merchandising and pricing guidelines
* Supporting shop managers to create attractive and inviting window displays, merchandised in line with SHHC Brand guidelines and event calendars
* Ensuring that any promotional sales or event marketing is implemented in line with SHHC brand guidelines and using the appropriate signage
* Researching and identifying suitable items for sale via Hospice Online platforms eg. eBay, Amazon
* Ensuring new goods are recorded accurately on the EPOS system, i.e. sales, stock takes and transfers

**Administration and General**

* Ensuring that all sales are recorded correctly through the till and that handling of all monies is completed in line with financial policies and procedures
* Undertaking operational administrative processes efficiently and effectively
* Having knowledge of Sobell House Hospice’s Services in order to respond to staff and customer queries
* Attending all mandatory and relevant training or meetings as identified by the Hospice/ Director of Retail
* Providing alternative location cover when required

**Health and Safety / Security**

* Ensuring a high standard of tidiness, cleanliness and general housekeeping throughout the shop, keeping all back-office areas clean, tidy and well organised
* Having an awareness of all procedures for Accident/Incident reporting, First Aid, Fire Extinguishers and emergency situations, and implement changes or updates as required
* Notifying the Estates and Facilities Manager of any defects or maintenance requirements
* Being aware of maintaining Health and Safety processes, including all risk assessments and safe standards of working within the store
* Holding shop keys and ensure that the premises are secure

**Other duties**

Embodying the values of Sobell House Hospice Charity, comply with all policies and procedures and carry out any other duties deemed appropriate by the Director of Retail.

**Policies and procedures**

We expect all staff and volunteers to comply with our policies and procedures and to attend all relevant training, as required. These obligations include adhering to the following:

* The Health and Safety at Work Act 1974. The post holder is required to conform with our policies on Health and Safety and Fire Prevention.
* Confidentiality and Data protection, including General Data Protection Regulations (GDPR)
* Safeguarding Vulnerable Adults and Children: **i**t is the duty of all staff working for SHHC to safeguard children and vulnerable adults
* SHHC’s Equality and Diversity Policy

*This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).*

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| **PERSON SPECIFICATION** | **Essential (E) or Desirable (D)** | **How assessed?**  **Application (A)**  **Documentation (D)**  **Interview (I)** |
| **Education** | |  |
| GCSE English and Mathematics (or equivalent) | E | A, D |
| **Experience** | |  |
| Experience of managing in a customer-based environment, promoting excellent customer service and compliance | E | A, I |
| Experience of carrying out cash handling and administrative duties | E | A,I |
| Experience of working in retail or multi-site role | D | A,I |
| Experience of working with volunteers | D | A, I |
| Experience of working with Gift Aid | D | A,I |
| **Relevant Skills/Abilities** |  |  |
| Organised and enthusiastic | E | A, I |
| Ability to work independently and as part of a team | E | A, I |
| Ability to be resilient, professional and remain calm in challenging situations | E | A, I |
| Good knowledge and use of IT / Microsoft Office | D | A, I |
| Knowledge of Health and Safety in the workplace | D | A, I |
| **Other** |  |  |
| Interest in supporting the work of Sobell House Hospice Charity, our mission, vision and values | E | A, I |
| Flexible to change work location at short notice | E | A, I |
| Weekend, Bank Holiday, Sunday working when required in the working pattern of the role | E | A, I |
| Full UK Driving Licence and access to vehicle | E | A, D |
| Right to work in the UK | E | D, I |