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# **Sobell House Hospice Charity Ltd**

**Job description and Person specification:**

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| **Job title:** | **Shop Manager** |
| **Department:** | Retail |
| **Responsible to:** | Director of Retail |
| **Responsible for:** | Retail Assistant, Shop Volunteers |
| **Salary:** | £23,887 pro rata |
| **Place of Work:** | Thame Shop |
| **Hours of Work/ Work Pattern:** | 37.5hrs per week (5 days per week). To ensure flexibility within the rota we require a total of 6 days availability for this role (Monday – Saturday) |
| **Holiday entitlement:** | 36 including 8 Bank Holidays pro rata |
| **Additional Benefits:** | 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 |
| **Probation period:** | 6 months |

**NB: as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.**

**Main purpose**:

To work effectively and efficiently to maximise income for Sobell House Hospice Charity (SHHC). Focussing on sales, merchandising, stock rotation and excellent customer service, you will develop and lead a cohesive team 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**

* To maximise shop income to optimise the shop profit contribution and achieve budgeted targets through effective merchandising, stock control and display techniques
* To ensure that shop operations are effective and thereby maximising sales income
* To ensure that the highest standard of customer service is maintained for customers and donors
* To maximise potential claimable Gift Aid income by promoting the Gift Aid scheme in store, increasing the number of new and repeat donors
* To develop local cash donation activity and support fundraising initiatives for the organisation
* To support overall retail profit contribution through the achievement of budgeted sales when covering other shops

**Stock and Merchandising**

* To ensure adequate stock is available for sale by actively promoting and responding to enquiries to generate regular donations
* To ensure that stock donations are processed daily and the shop floor stock is rotated regularly in line with operating guidelines
* To maintain a high standard of display and visual merchandising, including category departments, and work with the Director of Retail to make commercial changes and improvements
* To ensure that stock is sorted, steamed and prepared for display as per merchandising and pricing guidelines
* To create attractive and inviting window displays, merchandised in line with SHHC Brand guidelines and event calendars
* To ensure that any promotional sales or event marketing is implemented in line with SHHC brand guidelines and using the appropriate signage
* To research and identify suitable items for sale via Hospice Online platforms eg. eBay, Amazon
* To ensure new goods are recorded accurately on the EPOS system, i.e. sales, stock takes and transfers

**People Management**

* To organise the smooth day-to-day running of the shop by ensuring adequate staff and volunteer coverage at all times
* To recruit and train new volunteers and, when appropriate, staff
* To lead and motivate staff and volunteers, and ensure their ongoing training, development; review their performance
* To line manage direct reports, ensuring they have the necessary competence to undertake their role
* To ensure the team maintain and present a positive image of the organisation, representing SHHC in a professional manner at all times and in keeping with SHHC’s policies, procedures and values

**Health and Safety / Security**

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

**Administration and General**

* To ensure that all sales are recorded correctly through the till and that handling of all monies is completed in line with financial policies and procedures
* To undertake the relevant operational administrative processes efficiently and effectively
* To have knowledge of Sobell House Hospice’s Services in order to respond to staff and customer queries
* To attend all mandatory and relevant training or meetings as identified by the Hospice/ Director of Retail
* To provide other location shop cover when required by the Charity

**Other duties**

Embody 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.

**Review of Job Description**

*This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post.*

*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/Qualifications** | |  |
| GCSE English and Mathematics (or equivalent) | E | A, D |
| **Experience** | |  |
| Experience of working in a customer-based environment, promoting excellent customer service | E | A, I |
| Experience of working to financial targets including an understanding of profit and loss accounts (P and L) and shop contribution | E | A, I |
| Experience of working in a retail environment | D | A, I |
| Experience of managing staff and/or volunteers, including recruiting and inducting | D | A, I |
| Experience of working with Gift Aid | D | A, I |
| **Relevant Skills/Abilities** |  |  |
| Organised, self-motivated 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 |
| Demonstrable commercial acumen to drive sales and increase contribution | 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 | I |
| Weekend, Bank Holiday, Sunday working as required in the working pattern of the role | E | I |
| Right to work in the UK | E | D, I |