



CHARITY SHOP RETAIL MANAGER

JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

JOB TITLE:	Charity Shop Retail Manager	DEPARTMENT:	Charity Retail
GRADE/SALARY:	Up to £25,000	WORK BASE:	Great Oaks Hospice Newent Shop
HOURS:	37.5 hours per week (5 days out of 7). Between the hours of 9am – 5pm	REPORTS TO:	Hospice Retail Manager

ROLE

Great Oaks Hospice is a voluntary organisation that seeks to provide a range of End-of-Life Care services, free of charge, for adults in the community living with a life shortening illness and to offer support to their families, carers, and friends. As a member of the retail team, you'll be -

- Helping us inspire communities to help Great Oaks to provide more care for more people through innovating and collaborating on ways to reduce, reuse and recycle.
- Contributing to increasing the income that generates the vital funds necessary to keep our care and support services running.

We understand our people are our most important asset and work hard to make sure you feel valued and included as part of a team.

OVERVIEW OF RESPONSIBILITIES

Within the shop to:

- Follow policies and guidelines as per Staff Employees Handbook.
- Recognise and report limitations of own professional competence/experience.
- Recognise the need and undertake any training identified via Line Management and/or annual appraisal.
- Be aware of risk to self and others under Health and Safety and Data Protection Regulations.
- Verbally report any accident or untoward incident as soon as possible followed by written report.
- Respect people's personal choices for lifestyle and living arrangements.

MAIN RESPONSIBILITIES

Income Generation

- Maximise donated income to achieve budget through proactive stock generation, optimum pricing, processing stock to agreed levels and stock/space planning.
- Achieve Gift Aid sales target through maximising new donor sign ups and repeat donations.
- Maintain high levels of shop presentation by merchandising and housekeeping to high standards.

Customer Service

- Provide an excellent customer experience and have a good overall knowledge of donated goods.
- Be customer focused and manage all complaints efficiently and effectively within the Hospice policies.

People and Development

- Responsible for the daily management of the shop volunteer team, including performance reviews and capability management.
- Communicate effectively with empathy and understanding to all stakeholders but in particular the volunteers supporting the shop.
- Recruit, train, and retain a skilled team of shop volunteers.
- Attendance and participation at any potential group meetings and responsibility for cascading information to team as appropriate.
- If necessary, assist at other shops, should it be needed.

Administration

- Complete all appropriate administrative tasks relating to the shop and volunteers to the required standards and to agreed deadlines.
- Manage controllable costs, expenditure, and petty cash.
- Ensure minimum loss of both stock and cash by following all appropriate procedures.
- Adhere to all Hospice policies and procedures and ensure adherence with the volunteer team.
- Embrace and help to implement changes to operational procedures across the charity.
- Ensure sufficient shop staff cover through effective management of team resources e.g. rotas and holidays.

Delivering Outcomes

- Build strong customer, donor, and volunteer relationships by putting customers/donors/volunteers first and providing excellent customer service.
- Plan own work and priorities to meet goals, communicate and collaborate effectively with others.
- Complete agreed tasks and budgets within agreed deadlines and standards.

Honesty and Integrity

- Speak positively about Great Oaks and our work.
- Treat all others fairly and consistently and with courtesy and respect.

Skills

- Commercial awareness.
- Identify and respond promptly to market trends.
- Physically able to perform the role.
- Ability to read and understand financial accounts e.g. income and expenditure.

INTERPERSONAL SKILLS

- Effectively communicate to provide information, as appropriate, about the Hospice and its services.
- To be actively involved in promoting the Hospice and its services to the local community and where appropriate, primary health care teams, community hospitals and other potential patients and referrers.
- To maintain an awareness of the charitable status of the organisation and its reliance on donations and fundraising.
- To maintain confidentiality and discretion at all times and respect and be sensitive to the particularly personal needs of our volunteers, donors, customers and where appropriate service users.
- To be adaptable and flexible in approach to workload, prioritising tasks effectively.

EQUALITY & DIVERSITY

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- Be aware that all Hospice services are provided within the resources available to adults with life limiting conditions wishing to remain at home during their illness within the context of End-of-Life Care regardless of gender, culture, age, ability.
 - Challenge behaviour which infringes the rights of others.
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MANAGEMENT OF RESOURCES

- Practice within the constraints of budgetary limitations and available resources and be flexible as needed to “get the job done”.
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PERSONAL AND PEOPLE DEVELOPMENT

- Undertake mandatory/statutory training as provided by Great Oaks Dean Forest Hospice.
 - Be responsible for developing own knowledge and skills, through appraisal and personal development plans.
 - Be involved in providing support and mentorship to volunteers.
 - Support others in their personal and professional development.
 - Attend line management/team meetings as required in support of continuing professional development and resolution of personal reactions to the accumulative emotional nature of the job.
 - Undertake such duties not listed which are consistent with and pertinent to the role.
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HEALTH, SAFETY AND SECURITY

- Implement the Health and Safety policies and procedures set out by Great Oaks Hospice.
 - Carry out risk assessments as required and contribute to the management of risks identified.
 - Support others in maintaining Health, Safety and Security.
 - Abide by infection control standards and policies.
 - Be aware, where appropriate, of the accumulative emotional effect on self and others inherent in the nature of working exclusively with those affected by End-of-Life Care needs and seek support for self when required.
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COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY, EQUAL OPPORTUNITIES & IMPROVING WORKING LIVES

Health & Safety/Security

It is the duty of every employee to adhere to the organisation's Health & Safety Policy and work in such a way that accidents to themselves and to others are avoided. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to report an insecure environment as their place of work to their Line Manager or member of the Senior Management Team.

Confidentiality

In the course of every employee's duties, they may have access to confidential material about donors, patients, and members of staff or other organisational business.

- On no account must information relating to identifiable individuals be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, who are concerned directly with the care, diagnosis and/or treatment of the patient.
- Similarly, information relating to staff records or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority.
- Breaches of confidentiality may result in disciplinary action.

If in any doubt whatsoever as to the authority of a person or body asking for information of this nature, seek advice from your Line Manager.

Equal Opportunities, Respect and Dignity at Work, 'Improving Working Lives'

Great Oaks Hospice is committed to equality of opportunity & diversity in the workplace; all managers and staff are responsible for ensuring that this is delivered in practice.

Great Oaks Hospice is equally committed to respect for other people and all managers and staff are expected to be clear of what is expected of them and for ensuring that they commit to this policy in their day to day working life. All staff is issued with the organisation's handbook for employees and volunteers that sets out its expectations.

Great Oaks Hospice will not tolerate any forms of bullying or harassment in the workplace.

Everyone has a personal responsibility for improving the working lives for self and colleagues.

APPRAISAL & PERSONAL DEVELOPMENT

Great Oaks Hospice is committed to the continued learning and professional development for all staff and has put in place an appraisal and development infrastructure.

REVIEW OF JOB DESCRIPTION

This job description outlines current duties and responsibilities; however, it is subject to review and amendment in the light of developing or changing services and as part of the annual Individual Performance Review.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none">• Good level of general education	
WORK EXPERIENCE	<ul style="list-style-type: none">• Working in a fast-paced environment• Leading a team to achieve specific goals• Strong commercial understanding, numerate and IT literate• Strong awareness of fashion brands and their associated value• Responsibility for delivering KPI's• Merchandising and display experience• Knowledge of the local community• Managing volunteers	
PERSONAL SKILLS & ATTRIBUTES:	<ul style="list-style-type: none">• Ability to work and think flexibly and independently using initiative• Good organisation skills including ability to plan and work to targets• Positive attitude• Ability to communicate on all levels including the delivery of excellent customer care• Strong sense of empathy and emotional intelligence	