



Helen & Douglas House

hospice care for children

JOB DESCRIPTION

POST:	Shop Manager
GRADE:	Band 3
ACCOUNTABLE TO:	Head of Retail
RESPONSIBLE TO:	Regional Manager
WORKING PATTERN:	Includes weekend working

JOB SUMMARY:

Maximise the shop's sales & profits and offer excellent customer service. This is achieved by good leadership of staff and volunteers. By applying entrepreneurial skills and enhancing awareness of the charity within the local community. To work within the guidelines as set down in the Shops Operations Manual.

MAIN DUTIES AND RESPONSIBILITIES:

Planning

- Maintaining the day to day operation of the shop
- Planning and managing deliveries and collections
- Managing and maintaining the staff and volunteers rotas to ensure adequate cover is provided during trading hours, To make sure days off, leave and possible sickness are covered

Organise and Manage

- Manage the team of staff and volunteers in the day to day running of the shop
- Operate the agreed stock rotation system , regularly updating stock to keep the offer fresh
- Operate the agreed pricing structure to maximise profits from the sale of donated goods
- Ensure high value stock items are identified & recorded, and, when appropriate, are transferred to the Retail Office for e-commerce and auction sales
- Ensure an efficient back room operation including storage of stock and re-cycling of waste
- Management and stock control of bought in goods

Sales & Profits

- To deliver budgeted sales targets and maximise profit through effective control of costs
- Ensure timely and accurate completion of weekly paperwork
- Follow agreed cash handling procedures

Shop Manager

- Take responsibility for daily banking
- Ensure an accurate bi annual stocktake
- Implement promptly relevant directives from the Retail Office and Douglas House
- Facilitate the required Gift Aid conversion rates and effectively process Gift Aid

Customer Service

- Create a welcoming, happy and appreciative atmosphere for customers and the shop team
- Provide excellent customer service at all times
- Maintain high standards of merchandising, window displays and housekeeping
- Show genuine appreciation to donors and actively listen to customers

Team Building and Leadership

- Provide leadership, encourage team work, listen to staff and volunteers and provide appropriate management support
- Delegate appropriately, in order to motivate & develop the team
- Assist in the effective recruitment of paid staff , this includes Assistant Managers, Sunday Trading Managers and Bank Shop Supervisors
- Develop & train all paid staff
- Carry out annual performance review, on Assistant Manager and give performance feedback on a regular basis
- Effectively recruit and retain volunteers, ensuring they have sufficient training and development opportunities to maximise their potential

Legal/Security

- Ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site
- Ensure all staff and volunteers are trained in fire/evacuation procedures
- Ensure data protection legislation is complied with, particular in Gift Aid & HR filing systems.
- Follow HDH procedures when handling money and goods and ensure adequate security of the shop, its personnel, money and goods
- To report all accidents and incidents promptly, using the designated form.
- To ensure key holder procedures are rigorously adhered to.

Working with others

- Be flexible, and be willing to work additional hours, when required
- To undertake such other tasks as may be reasonably required from time to time
- To be flexible and work in neighbouring shops should the need arise
- Travel to meetings and training sessions as required either at the Aylesbury Warehouse, Douglas House or any other venue within the Helen and Douglas House catchment area.
- Engage & support activities of the Fundraising Dept. in general and the local community fundraisers in particular.
- To maintain excellent knowledge of Helen and Douglas House in order that customers, staff and volunteer queries can be answered correctly
- Positively promote the work of the organisation building & developing positive internal and external relationships.

Working Pattern

Shop Manager

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work, and will involve a significant element of weekend working.

Helen and Douglas House General Responsibilities:

Every employee is required to:

- Adhere to and comply with organisational policies, procedures and guidelines at all times.
- Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, information governance and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems.
- Respect the confidentiality of children, young adults and staff and volunteers at all times.
- Promote and protect the privacy and dignity of children and young adults at all times.
- Comply with the requirements of the organisational Safeguarding Policy, and at all times during the course of employment act in such a way as to promote the wellbeing of children and other vulnerable people.
- Be accountable and responsible for following the Health and Safety Guidelines including the House Fire Policy and all other House policies and procedures; being proactive in the identification, reporting and management of hazards.
- Ensure compliance with Care Quality Commission (CQC), organisational and local House policies and guidelines, The Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 by everyone concerned.
- To maintain current registration with your professional body (if applicable). To ensure that your statutory professional updating and educational requirements are maintained and provide proof of renewed registration when this is due. To abide by your profession's published Code of Conduct; any breach of this Code of Conduct will be regarded as a disciplinary offence.

Shop Manager

- Helen & Douglas House is fully committed to the principles and practices of equal opportunity and diversity. It recognises that the success of a business depends on people. Capitalising on what is unique about individuals and drawing on their different perspectives and experiences will add value to the way we do business and provide care. This principle is implemented in line with the provisions of the Equality Act 2010 which provides freedom from discrimination on the basis of 'protected characteristics', namely age, disability (which includes mental health and people diagnosed as clinically obese), race, religion or belief, sex, sexual orientation, gender reassignment (people who are having or who have had a sex change, transvestites and transgender people), marriage and civil partnership, and pregnancy and maternity.
- Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.
- Maintain high standards of infection prevention and control practice throughout the performance of duties and in accordance with Helen and Douglas House Infection Prevention and Control Policies and Procedures.
- Comply with the requirements of the Disclosure and Barring Service Policy in relation to the undertaking of regular DBS checks, presentation of associated certificates, and immediate notification of any situation which may affect competence or professional registration.
- To promote a positive image of the House and the charity, and participate, as required, in external teaching or promotional sessions.
- Participate in personal professional training and development, appraisals and attend all relevant mandatory training courses as required.
- Take part in service or departmental evaluation as required.
- Embrace the volunteer culture which exists in the organisation

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other establishment.

Shop Manager

Our working premises are no smoking areas

PERSON SPECIFICATION Job Title: Shop Manager

Criteria	Essential	Desirable	Assessed by		
Qualification	Educated to GCSE level, or equivalent, with Grade C or above in English and Maths	Retail NVQ qualifications, or equivalent qualification	A/F	I/T	
Experience/ Knowledge	<p>Experience of leading and motivating a team</p> <p>Experience in a customer facing environment</p> <p>Experience of achieving results in the workplace, or in education</p> <p>Experience of managing and training people</p>	<p>Experience of managing teams in the retail sector</p> <p>Experience of managing volunteers</p> <p>Experience of working within a charity shop</p> <p>A general understanding of health & safety in the workplace</p>	A/F	I/T	
Skills Personal qualities	<p>Basic administration and cash-handling skills</p> <p>Computer literate, e.g. ability to use Email and Word.</p> <p>Ability to delegate and problem-solve</p> <p>Good communication skills at all levels</p> <p>Excellent customer service</p> <p>Good team player with a positive outlook</p> <p>Self-motivated and able to use initiative</p> <p>Committed to success and delivering best practice</p> <p>A commitment to equality and diversity</p> <p>Flexible approach to working hours, including weekends and bank holidays</p>	<p>Making decisions with regard to stock and pricing</p> <p>Visual merchandising skills</p> <p>Experience of operating a till/EPOS system</p> <p>Trustworthy and reliable</p> <p>Efficient and hardworking</p> <p>Good attention to detail</p> <p>An understanding and knowledge of the work of Helen & Douglas House</p>	A/F	I/T	
				I/T	

Other	Ability to manoeuvre a weight of up to 10kg regularly (shops) and larger items (furniture shops)	Vehicle licence holder and valid licence		I/T	
	Ability to stand/walk for most of the day			I/T	
	Willingness and ability to travel to other HDH locations			I/T	
	Current, full driving licence		A/F	I/T	
	The post holder must be able to drive in order to discharge the duties of the role.		A/F	I/T	R

Code: A/F – Application form, I/T – Interview/Test, R – References

Physical, Mental and Emotional Effort – Shop Manager

Physical

- Significant manual handling - loading/unloading vans, lifting, carrying and sorting.
- Frequent furniture lifting
- Use of steaming machine to steam clothes, requiring repetitive hand and arm actions
- Proportion of day spent working on a computer, inputting information

Mental

- Good levels of concentration are required for all tasks

Emotional

- The role requires a daily need to give emotional support to volunteers, particularly vulnerable volunteers
- Regularly dealing with families associated with Helen & Douglas House
- Occasionally dealing with difficult/challenging customers

Working Conditions

- Frequently working in cramped conditions
- Exposed to unknown hazards on a daily basis when delving into bags of donated stock

Budget and Financial Responsibility for Shop Manager

Budget responsibility for following Cost Centre(s)	RTL	
Delegated budget responsibility for following Cost Centre(s)		
	Income	Expenditure
Budget Value	£0	£0
Financial Authority Limit	£250	
Organisation Credit Card Limit	£0	
Information Governance: Accountable Officer	Yes/No	
Information Governance: Senior Information Risk Officer (SIRO)	Yes/No	
Information Governance: Information Asset Owner (IAO)	Yes/No	
Information Governance: Information Asset Administrator (IAA)	Yes/No	