



### **Job Description**

<b>Job Title:</b>	<b>Community Shop Manager</b>
<b>Hours per week:</b>	<b>37.5 over 5 days with some Saturday, Sunday and public holiday working</b>
<b>Location/Department:</b>	<b>Retail</b>
<b>Reports to:</b>	<b>Retail Area Manager</b>
<b>Date Prepared:</b>	<b>May 2021</b>

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#### **JOB SUMMARY/PURPOSE:**

To manage a St Wilfrid's charity shop: maximising sales, controlling expenditure and increasing profitability in line with budgets. To deliver excellent customer service and increase awareness of and engagement with the work of the St Wilfrid's.

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#### **KEY DUTIES & RESPONSIBILITIES:**

1. Achieve sales targets in the store, through effective merchandising, stock management and rotation.
2. Deliver excellent customer service, review service delivery and be creative and innovative in managing the retail outlet to ensure a positive experience for employees and customers.
3. Work with the Retail Manager, Voluntary Services, Fundraising and Communications teams to recruit, train, lead, motivate and support the necessary numbers of volunteers within the shop, providing induction, guidance, and ongoing training in line with volunteering policies and procedures.
4. Manage shop rota to ensure adequate volunteer cover to trade full opening hours.
5. Maximise sign up to gift aid within the shop and the processing of purchases to ensure that the maximum amount of gift aid is claimed.
6. Adhere to policies and procedures and operational practices for pricing and stock rotation.
7. Support the development of online sales via the flow of relevant stock to the online team.

8. Be a key holder and ensure the security of the shop and its stock on opening, closing and during trading hours.
9. Take day to day responsibility for the shop premises and manage visits from contractors and utility providers for the purpose of repairs and refurbishments, as necessary.
10. Ensure that Cybertill is used to its maximum potential within the shop and use sales data to improve sales performance.
11. Adhere to all hospice and retail company policy and procedures including financial controls, systems and processes and ensure that all team members have a good working knowledge.
12. Work with the retail manager to contribute to developing the income and expenditure budget for the shop.
13. Work collaboratively with the Fundraising Team to maximise donations, sales of event places and the generation of other fundraising income through the shops.
14. Support the other community shop managers and retail managers to achieve targets across all shops through providing cover for holidays and sickness as necessary, sharing good practice and providing peer support and taking part in training and team days.
15. Work collaboratively with the Communications Team to develop awareness of the Hospice Mission and Hospice services through the shops.
16. Promote the activity of the Retail Company by attending networking events, community events and engaging proactively with all social media channels.
17. Promote hospice activity to include clinical and fundraising creatively within the retail outlets following any communications/promotions plans as set by the Head of Trading.
18. To be responsible for the health and safety of customers, volunteers and visitors whilst in the shop, complying with all statutory legislation and the Retail Company Health & Safety policies.

### **General Duties & Responsibilities**

1. Maintain confidentiality at all times.
2. Contribute to close working relationships with all staff and to help to build an open and honest culture that facilitates learning, creativity and excellence.
3. Undertake any other duties at the request of the line manager which are commensurate with the role including project work and absence cover.
4. Comply with the policies and procedures of St Wilfrid's Hospice at all times.
5. Participate fully in the performance management process and undertake Continuing Professional Development as required.

6. Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
7. Demonstrate our values in the way you carry out your responsibilities: Professional, Respectful, Compassionate and Progressive.

St Wilfrid's Hospice is a registered charity. It relies on the local community for a major proportion of its income through fundraising. For this reason, it is expected that all members of staff will endeavour to support the fundraising activities of the Hospice, taking appropriate opportunities to explain the way the Hospice operates. We want to encourage staff, when possible, to attend, in a voluntary capacity, at least two fundraising activities a year.

This job description will be reviewed as necessary and may be amended to meet the changing needs of the organisation. This job description has been agreed between the post holder and St Wilfrid's Hospice.

Employee's signature:

Manager's signature

Print name:

Print name:

Date:

Date:



## PERSON SPECIFICATION

**Job title:** Community Shop Manager

**Date:** May 2021

DETAIL	ESSENTIAL	DESIRABLE
<b>EDUCATION AND QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Educated to GCSE level or equivalent</li> </ul>	Qualification (s) in retail
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Substantial retail experience</li> <li>Experience of controlling expenditure in a small team</li> <li>Experience of managing teams</li> <li>Experience of understanding customer trends and locality needs</li> <li>Experience of merchandising</li> </ul>	<ul style="list-style-type: none"> <li>working with volunteers</li> <li>Working in the charity sector</li> <li>community engagement</li> <li>Other fundraising activities</li> <li>Experience of online promotion and sales</li> </ul>
<b>SPECIFIC SKILLS</b>	<ul style="list-style-type: none"> <li>Excellent organisational skills</li> <li>Understanding of health and safety rules and regulations</li> <li>Numerate and literate</li> <li>Ability to maintain records</li> <li>Ability to prioritise workload</li> <li>Excellent personnel and communication skills</li> <li>Ability to follow policy, procedures and operations guidance</li> <li>IT literate</li> </ul>	
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>Customer service driven</li> <li>Target orientated</li> <li>Creative</li> <li>Self-motivated</li> <li>Calm under pressure</li> </ul>	
<b>OTHER FACTORS</b>	<ul style="list-style-type: none"> <li>Ability to work weekends and flexible hours</li> <li>Physically fit with no health problems that would adversely affect the ability</li> </ul>	

	<p>to carry out duties (manual handling required) and able to lift heavy items to include furniture</p> <ul style="list-style-type: none"><li>• Flexible to cover annual leave and days off for 4 locations</li><li>• Clean driving licence and access to own car</li></ul>	
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