



JOB DESCRIPTION

Job Title:	Bank Community Shop Manager
Hours per week:	Variable
Location/Department:	Retail
Reports to:	Retail Manager
Date Prepared:	September 2021

JOB SUMMARY/PURPOSE:

To support the management of St Wilfrid's retail shops, furniture and donation centres on a relief basis. Maximising sales, donations, donation processing and Gift Aid through effective merchandising and a focus on excellent customer service.

To support volunteering programmes in retail and any community engagement events which are organised.

KEY DUTIES & RESPONSIBILITIES:

1. To support the Retail Team in the running of Trading outlets as required on a relief basis. Maximising sales and controlling expenditure, effective community engagement, and supporting volunteering programmes to include, training and monitoring volunteers.
2. To support the hospice delivering key messages in the community, providing information about giving. /Fundraising opportunities and supporting the Community Shop Manager (s) in organising events which promote specific activities
3. Sorting, processing and preparing stock for sale, working on the shop floor, engaging with customers and encouraging upselling.
4. To open, setup, manage and close the shop / furniture centre / donation centre on a daily basis in line with all St Wilfrid's retail procedures.
5. To follow merchandising plans set up by the Retail Area Manager to ensure maximum sales and profit are achieved.
6. Comply with seasonal shop, and retail wide, marketing plans and promote plans positively to customers and volunteers.

7. To provide an exceptional experience for customers by delivering high standards of customer service always ensuring that customers and donors are treated with respect.
8. To gain and maintain a loyal customer base through excellent customer service.
9. To respond in a timely manner to customer complaints and queries referring complex or unresolved matters to the Community Shop Managers, Retail Area Manager and / or the Head of Retail as soon as possible.
10. To actively promote and process gift aid on receipt of donations, via Cybertill. Train and support volunteers when processing Gift Aid.
11. To create a positive sales culture that staff and volunteers and can engage with.
12. To co-ordinate the work of staff and volunteers on a daily basis; ensuring that absences are covered and that opening hours are maintained.
13. To ensure that all the volunteers and staff are aware of and comply with policies and procedures – in particular health and safety and finance.
14. To liaise effectively with the Donation Centre team to ensure that the shop is adequately and appropriately stocked at all times.
15. To manage stock control, culling etc. in line with Trading policies and procedures specifically the Pricing Structure and Discounts & Promotions operational guidelines
16. To be responsible for daily cash reconciliation, administering petty cash and the daily banking of shop income.
17. To be a key holder and ensure the security of the shop and its stock on opening, closing and during trading hours.
18. To ensure the shop is always kept clean and tidy.
19. To be responsible for the health and safety of customers, volunteers and visitors whilst in the shop, ensuring that all incidents are recorded, and that any serious incidents are immediately reported to the Retail Manager.
20. To comply with statutory Health and Safety regulations undertaking regular checks as required and reporting any potential breaches to the Head of Retail.

General Duties & Responsibilities

1. Always maintain confidentiality.
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: Bank Community Shop Manager

Date: September 2021

DETAIL	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent 	Qualification (s) in retail
EXPERIENCE	<ul style="list-style-type: none"> • Substantial retail experience • Experience of controlling expenditure in a small team • Experience of managing teams • Experience of understanding customer trends and locality needs • Experience of merchandising 	<ul style="list-style-type: none"> • Working with volunteers • Working in the charity sector • Community engagement • Other fundraising activities • Experience of online promotion and sales
SPECIFIC SKILLS	<ul style="list-style-type: none"> • Excellent organisational skills • Understanding of health and safety rules and regulations • Numerate and literate • Ability to maintain records • Ability to prioritise workload • Excellent personnel and communication skills • Ability to follow policy, procedures and operations guidance • IT literate 	
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Customer service driven • Target orientated • Creative • Self-motivated and target driven • Calm under pressure 	
OTHER FACTORS	<ul style="list-style-type: none"> • Ability to work weekends and flexible hours • Physically fit with no health problems that would adversely affect the ability to carry out duties (manual handling required) and able to lift heavy items to include furniture • Flexible to cover annual leave and days off for 4 locations • Clean driving licence and access to own car 	