



St Catherine's Hospice



JOB DESCRIPTION

JOB TITLE: Hospice Shop Manager

REPORTS TO: Senior Shop Manager

ROLE

The Hospice Shop Manager will be responsible for managing and co-ordinating all activities and aspects of their shop. This will include management of staff and volunteers including their records, pricing of stock, security of the shop and its contents, and maintaining records of transactions. The Manager will also ideally have an understanding of statutory regulations relating to health, safety, hygiene, trading standards and retail premises (Full training will be provided). The Manager will be committed to high standards of customer care.

AIM

To deliver a high standard of customer service to donors and customers to maximise sales and profits at all times.

PRINCIPLE RESPONSIBILITIES

1. To be fully conversant with, and adhere to, the procedures within the "St Catherine's Hospice Trading (Sussex) Ltd Policies and Procedures Manual.
2. To ensure the shop is open between 0915 and 1700 hours, Monday – Saturday, and adequately staffed at all times including lunch hours and at additional peak trading times, as agreed with the Senior Shop Manager.
3. Flexibility/mobility to cover staff absences at other local sites across the clusters.

SPECIFIC RESPONSIBILITIES

Stock

1. To encourage the public to donate saleable goods.
2. To ensure all donated goods are properly received into the shop and checked, sorted and priced as promptly as possible; ensuring that there is a reserve of stock to maximise sales at all times.
3. To keep all goods ticketed and priced.
4. To ensure goods are displayed as soon after receipt as is practicable and that a system of stock rotation is in operation - maximum period to be agreed with the

Retail Development Manager.

5. To ensure prices reflect current trends and at a consistent level and if in doubt obtain advice from the Retail Development Manager.
6. To ensure all goods offered for sale conform to health and safety and trading standards requirements and reflect the interests of St Catherine's Hospice. If in doubt advice is to be sought from the Retail Development Manager. (Please refer to list of prohibited items.)

Administration/Security/Health & Safety

1. To dispose of unsaleable goods in accordance with statutory requirements.
2. To maintain records of account of the daily transactions and submit those records to the Hospice Accountant as required to ensure banking is completed on a daily basis.
3. To ensure the security of the shop, its contents including cash, volunteers and customers.
4. To ensure all personal possessions are placed in a lockable cupboard.
5. To manage all aspects of the Shop's volunteer staff and their personal records including sickness and leave records/next of kin etc and to pass details to Volunteer Services Co-ordinator.
6. Comply with Health and Safety Regulations, ensuring the safety of staff and customers at all times.

Premises and Property

1. To report promptly all defects concerning the premises to the Retail Development Manager.

Public Relations

1. To co-operate with the local Support Group of the Friends over such matters as advertising, selling tickets etc.
2. To ensure that customers and volunteer staff are handled at all times with tact and consideration and that the shop and its activities always reflect a positive image of St Catherine's Hospice.
3. To keep abreast of developments at St Catherine's Hospice and in the charity retailing business by attending briefings, workshops etc organised by the Retail Development Manager.
4. To be prepared to undertake any other duties which may from time to time be required and which will be mutually agreed between the Manager and Trading Company/Hospice Management.

Hospice Policies

To keep abreast of and work in accordance with Hospice policies as outlined on the intranet and/or policy folders held in the Human Resource Department (and other specified areas).

Health and Safety

The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive, but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.