

Job Title	Shop Manager
Department	Retail
Hours	30 hours per week (4 days in 7 – to include some Sundays and Bank holidays)
Responsible to	Retail Team Leader
Responsible for	Assistant Shop Manager, line management of volunteers

About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and northeast Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year. Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ★ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ★ Take pride in being a great place to work and thrive
- ★ Deliver bespoke specialist care that supports dignity and choice
- ★ Use our expertise to educate and influence the delivery of excellence in end of life care

Our Team

We currently have 17 shops in Swindon, Marlborough, Pewsey and the surrounding areas. Each shop has a manager and assistant shop manager supported by a team of volunteers. Our shops are at the heart of the charity and our community, raising vital funds and increasing public awareness of the incredible work we do.

Here we...



Main Purpose & Scope

The shop manager is responsible for all aspects of recruitment, training, management and development of the assistant shop manager and shop volunteers. A key element will be to provide supervision and support to all shop volunteers. Another crucial aspect will be to be responsible for the security of the shop premises, the stock held and accountable for the takings and complying with the prescribed banking procedures.

Each shop manager is required to achieve, and where possible, exceed agreed sales targets to maximise income generation. Shop managers will need to be flexible and cover other Prospect Hospice charity shops, as and when required, as well as opening on Sundays and bank holidays.

Key Accountabilities and areas of responsibility

- Ensuring compliance with Trading Standards and Health and Safety legislation, maintaining a safe environment for customers and Volunteers.
- Effectively managing and displaying stock in order to maximise footfall and sales.
- Gift Aid – to take every opportunity to increase our GA income, through donor sign up and correct processing of stock.
- Ensure adequate Volunteer cover is in place during opening hours, managing a rota arrangement across all Volunteers and paid staff to ensure that the store trades its required hours.
- Regularly liaise with the Area Manager on sales, stock levels and merchandising standards and displays.
- As a member of the Shop Management Team, contribute to the development of ideas for improvements to presentation and retail practice.
- Ensure that all relevant documentation relating to cash handling is processed and that all discrepancies are investigated and documented.
- Undertake daily till and safe reconciliation and banking.
- Attend all training courses and meetings as directed by the Area Manager/Head of Retail, relaying relevant information to all shop Volunteers and the Assistant Manager.
- Recruit Volunteers and provide induction and on the job training of all Volunteers to the proficient level.
- Manage housekeeping duties to maintain a clean and tidy environment.
- Comply with Prospect Hospice's Policies and Procedures.
- Undertake any reasonable task as directed by the Head of Retail or Area Manager as may be deemed appropriate within the scope of the job.
- To be a key holder when the situation demands.

Key Contacts

- Assistant Shop Manager
- Retail Team Leader
- Head of Retail
- Distribution centre staff
- Finance



- Volunteering team
- Volunteers

Working Pattern

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 regular element of weekend working and possible lone working when volunteers are not available.

Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end of life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

Safeguarding

It is the responsibility of the post holder to ensure up-to-date knowledge of and to follow the legislation and guidance regarding Safeguarding Adults and Children as stated in the Hospice Safeguarding Policy. This applies to all staff and all staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.



Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	Good standard of general education including maths and English GCSE or equivalent	E
	Hold, or be prepared to achieve, a current qualification or certificate in First Aid.	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Proven retail experience, including supervision of staff, ideally within the retail or voluntary sector	E
	Knowledge of the Trading Standards requirements in relation to the sale of goods and consumer rights.	E
	Awareness of and compliance with the Health and Safety act legislation and requirements.	E
	Proven line management experience, ideally gained within the retail or voluntary sectors.	E
	Experience of effective stock control management and product display design.	E
	A team player, experienced in delivering accurate work on a timely basis in order to ensure team success.	E
	An understanding of the charity/volunteer based sectors.	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	Accurate cash management skills and effective shop security knowledge.	E
	Good interpersonal skills, including customer service and relationship management.	E
	Effective time management and organisational/planning skills in order to prioritise a varied workload in a busy environment.	E
	Excellent team player in order to provide support to Volunteers and colleagues.	E
	Ability to create an excellent front of house impression for our customers.	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times	E
	Have a track record of working inclusively and a genuine appreciation of the value of diversity	E
	Able to maintain the highest professional standards at all	E



	times, and act as a true ambassador for the Hospice and encourage others to do the same	
	To be authentic, open honest and transparent	E
	Have a flexible attitude with a desire to ensure that we provide an excellent service and play a key part in that delivery.	E

Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description does not form part of your Contract of Employment

