

Job Description

Job Title	Furniture & Home Store Assistant Manager
Department	Retail
Hours	37.5 per week (5 days in 7 – to include some Sundays and Bank holidays)
Responsible to	Shop Manager
Responsible for	Shop 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 16 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.



Main Purpose & Scope

The Furniture & Home Store Assistant Manager assists the shop manager to achieve agreed sales targets to maximise income generation.

Assistant 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. It is a requirement of this position, that the post holder covers the shop in the absence of the Shop Manager.

In the absence of the furniture & home store manager, the post-holder is responsible for ensuring the efficient and compliant day-to-day operation of the shop, through effective management of own and volunteer resources. The role requires the moving and handling of inconsistent loads and weights at all times.

Key Accountabilities and areas of responsibility

- Support and assist the shop manager with the day-to-day management of the shop including:
- Effectively driving and exceeding sales targets and managing KPI targets
- Motivating and supervising a team of staff and volunteers
- Providing the highest quality of service to represent Prospect Hospice on the high street
- Deputising for the shop manager when they are absent (days off, holiday, sickness, training)
- Effectively manage and display stock in order to maximise footfall and sales.
- Contribute to the development of ideas for new promotions and other improvements to presentation and retail practice.
- To ensure the maintenance, safety and security of all parts of the store's premises. To ensure that all Health & Safety and Fire requirements of the organisation and of legislation are met, that Trading Standards regulations are met and that staff and volunteers are given the necessary training
- 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.
- In relation to gift aid, the Assistant Manager will be required to take every opportunity to increase our gift aid income, through correct processing of stock and donor sign up.
- Ensure that all relevant documentation relating to cash handling is processed and that all discrepancies are investigated and documented.
- Assist the Shop Manager to ensure compliance with Trading Standards and Health and Safety legislation, maintaining a safe environment for customers and volunteers.
- Attend all training courses and meetings as directed by the Shop Manager, relaying relevant information to all shop volunteers and their line manager.
- Manage housekeeping duties to maintain a clean and tidy environment.
- Comply with Prospect Hospice's policies and procedures.
- Recruit volunteers and provide induction and on the job training of all volunteers to a proficient level.
- Undertake any reasonable task as directed by the Head of Retail, Retail Team Leader or Shop Manager as may be deemed appropriate within the scope of the job.
- Manual handling of donations, stock and furniture.

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.



Key Contacts

- Shop Manager
- Delivery / Collection driving team
- Head of Retail
- Retail Team Leader
- Distribution Centre Staff
- Volunteers

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
	Certificate in First Aid	D
	Must hold a driving license and have access to a car, and be prepared to travel throughout our catchment area (Swindon, Marlborough, Pewsey, Royal Wootton Bassett, Highworth and Cricklade).	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Proven retail experience, including supervision of staff, ideally within the furniture retail sector	E
	Knowledge of the trading standards requirements in relation to the sale of goods and consumer rights	E
	Awareness and compliance with the Health and Safety act legislation and requirements.	E
	Experience in effective stock control management and product display design.	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
	Ability to create an excellent front of house impression for our customers.	E
	A team player, experienced in delivering accurate work on a timely basis, in order to ensure team success.	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Acts as a positive ambassador for the Hospice.	E
	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
	Maintain the highest professional standards at all times, and act as a true ambassador for the Hospice and encourage others to do the same	E
	To be authentic, open honest and transparent	E
	Has a flexible attitude with a desire to ensure that we provide an excellent service and plays a key part in that delivery.	E

Here we...



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

