

## PILGRIMS HOSPICES – JOB DESCRIPTION

### Retail Manager

#### MAIN PURPOSE AND SCOPE OF THE JOB:

Pilgrims Hospices has 33 retail operations throughout East Kent. These comprise of general shops, furniture shops and specialist shops selling books and vintage/designer items. We also have 2 warehouses, one with a retail area, open to the public and an EBay operation. We have an annual turnover of over £3.3 million.

Our Retail Managers are responsible for the daily running of the shop, including stock control, visual merchandising, gift aid and management of volunteers and staff.

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#### POSITION IN ORGANISATION

**Reports to:** Area Manager  
**Responsible for:** Volunteers  
Retail Shop Staff

#### DUTIES AND KEY RESPONSIBILITIES

##### A Duties

The Retail Manager will be responsible for the day to day running of our shops under the guidance of the Area Manager. You will need to ensure that our shops are:

- Meeting and exceeding their financial targets.
- Maintaining effective stock management and demonstrating good merchandising.
- Managing and training volunteers.
- Carrying out shops administration.
- Ensuring adequate security.
- Introducing and enforcing our recently reviewed processes and policies.
- Enforcing health and safety policy and procedures.
- Implementing and ensuring the growth of our Gift Aid programme in key shops.

##### B Responsibilities

###### Shop Management

- Provide training and encourage great customer service.
- Receive, sort, prepare, price, rotate and maintain stock of donations for sale.
- Ensure that prices set for donated items are adhered to within each individual general shop.
- Maintain a high standard of merchandising and display, within the windows and in store, through continual communication and review with the General/Specialist Retail Manager.
- Ensure good housekeeping is adhered to, in all areas, at all times, in accordance with our Health & Safety training and policy.
- Deal with customers' complaints and queries with empathy, gathering factual information. However small, these need to be referred to the Retail Management Team.
- Implement and maintain our 'Gift Aid' scheme, in the shops that have been designated for this project, using the process and policy that has been set out by Head Office.

- Ensure that the advertised trading hours are adhered to.

### **Management of Volunteers**

- Recruit and train volunteers, in accordance with our new training programme, PH Behaviours and volunteer handbook.
- Assist Volunteer Managers, when necessary, to prepare weekly rotas on a monthly basis, ensuring the shop is adequately staffed at all times.
- Work with the Volunteer Manager, to organise and manage the work of the volunteers in partnership with your team.
- Ensure that volunteers give excellent customer service at all times, even in adverse circumstances.
- Ensure all volunteers are made aware of the values and behaviours of Pilgrims Hospices, through the Retail Operation.
- Ensure that 'New Starter' paperwork is completed in full and forwarded to Head Office, for references and processing, enabling new volunteers access to our till systems.
- Ensure that all volunteers are aware and take ownership with regard to our H&S Policy and that this is adhered to in all of Pilgrims Hospice Retail premises.

### **Management of Finances**

- Ensure that each shop you work with adhere to the retail processes for the control, reconciliation and banking of daily takings through our EPOS tills and periodic returns to the finance department, ensuring security of data and daily banking.
- Identify opportunities within the community to run promotions and events to raise the profile of the shop and in turn bring in further income.
- Work with your team to order and maintain the shops stationery and equipment.

### **Management of policies and procedures**

- Ensure all your team (staff and volunteers) adhere to all relevant Pilgrims Hospice policies and procedures and comply with our Health & Safety policy, relating to the welfare and safety of everyone in our retail operations and all items sold.
- Ensure that all volunteers respect the unique contribution of every individual and work positively for equality and diversity for everyone; regardless of their age, race, sexuality, gender, disability or culture – or anything else that could be discriminated against.
- To be aware of, share with others and comply with Trading Standards Legislation.

### **Other duties**

- To work with our specialist shops in close partnership ensuring that all areas of the retail business are successful.
- To work with regional fundraisers to maximise the retailing and fundraising opportunities in the area and to promote Pilgrims Hospices.

## **C Measures of Success**

- Achieving agreed financial and other measurable targets
- Excellent customer service.
- Volunteer recruitment, training and retention.
- Supporting and working with other members of the retail team.
- Regular on-going performance review and appraisal.

## **GENERAL RESPONSIBILITIES**

### **Corporate Governance**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

### **Health and Safety**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

### **Flexibility**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

**Date Written: February 2020**

## PILGRIMS HOSPICES – PERSON SPECIFICATION

### Retail Manager

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA		
		Desirable	Essential
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Retail sales experience at management level</li> <li>Working with volunteers</li> <li>Charity retail experience</li> </ul>	<p>X</p> <p>X</p>	X
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>Creative flair with an eye for detail. Presenting stock to an extremely high standard</li> <li>Good organisational and management skills.</li> <li>Good problem solver and negotiator</li> <li>Good communication and interpersonal skills, personable, able to relate to staff, volunteers and customers but also able to keep a professional distance</li> <li>The ability to train and coach others to comply with policy and procedures, using a variety of different approaches</li> <li>The ability to work independently or as part of a team, with the ability to prioritise work</li> </ul>		<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>EPOS past user and IT literate</li> <li>Able to interpret financial information</li> <li>Health &amp; Safety aware and use to ensuring a safe working environment</li> </ul>	X	<p>X</p> <p>X</p>
<b>QUALIFICATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>Educated to a good overall standard</li> <li>Access to transport and a clean driving licence</li> <li>Commercial retail sector training courses</li> </ul>	X	<p>X</p> <p>X</p>
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>Flexible with a positive 'can do' attitude</li> <li>Resilient member of the team, who can remain calm and is able to cope with stress</li> <li>A motivational team builder, who recognises potential in people</li> <li>Able to work Saturdays &amp; Sundays</li> <li>Able to work flexibly and additional hours</li> </ul>		<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>

Date Written: February 2020