



## PILGRIMS HOSPICES IN EAST KENT

### JOB DESCRIPTION

<b>Job Title:</b>	Retail Supervisor
<b>Department:</b>	Retail
<b>Responsible to:</b>	Retail Manager
<b>Accountable to:</b>	General Retail Manager and Head of Retail
<b>Location:</b>	<b>As detailed</b>

#### **General**

Employing over 400 staff and supported by 1500 volunteers, Pilgrims Hospices in East Kent is one of the largest hospices in the UK with units in Canterbury, Margate and Ashford. Each unit provides in-patient facilities, day hospice care and a team of Community Nurses to provide advice and support to patients in their own homes. All our services benefit from a well-resourced multidisciplinary team including full-time counselors and chaplains at each site, with support from a range of other dedicated therapy staff.

In addition, the hospice has a central services team comprising Human Resources, Education, Accounts, IT Retail, Fundraising and Lottery

#### **Retail**

A key income generator for Pilgrims Hospices are our 32 shops and eBay selling operation, which are supported by our distribution centers and logistics personnel..

We are proud that our shops are staffed by volunteers and together they have a cumulative turnover of circa £3.25m.

#### **Purpose**

The post holder will support the Retail Manager in the effective day to day operation and management of a maximum of 3 Pilgrims Hospices shops and shop volunteers. Details for duties and responsibilities are as follows:

## 1. Job Dimensions

To support the Retail Manager with the day to day running of the shop(s).

- Meeting agreed financial targets.
- Maintaining effective stock management and merchandising.
- Managing and training volunteers.
- Carrying out shop administration.
- Ensuring adequate security.
- Following health and safety policy & procedures and giving training when needed..
- Implementing and ensuring the growth of our Gift Aid scheme.

## 2. Principal accountabilities and responsibilities – to support the Retail Manager, and act as their deputy in their absence:

### Shop Management

- Provide a courteous and helpful service to the public.
- Receive, sort, prepare, price and maintain stock of donations for sale.
- Ensure the pricing policy for the shop is adhered to in accordance with the policies set out by the Retail Management.
- Maintain a high standard of merchandising and display in store, including the windows. Stock may include, clothing, electrics, books, records, bric-a-brac, vintage clothing, and furniture items.
- Ensure good housekeeping is adhered to, at all times, in accordance with our Health & Safety training and policy.
- Deal with customers' complaints and queries, with empathy, gathering factual information and refer them to the Retail Management team where necessary.
- Implement and maintain our "Gift Aid" Scheme in accordance with the policies and processes set out by Head Office.
- Ensure that the advertised trading hours are adhered to.
- Work to our Retail policies and procedures.

### Management of Volunteers

- Recruit, train and retain our volunteers, in accordance with our Pilgrims Hospices behaviours
- Prepare weekly rotas on a monthly basis, ensuring the shop is adequately staffed at all times.
- Organise and manage the work of volunteers.
- Ensure that volunteers give excellent customer service and this is maintained at all times, even in adverse circumstances.
- Ensure all volunteers are made aware of the aims and objectives of Pilgrims Hospices, by having regular shop meetings..
- Ensure that volunteer paperwork is completed in full and forwarded to Head Office, for references and processing.
- Train and develop volunteers on our Gift aid programme and Epos tills.
- Work with mentor and motivate volunteers to develop their merchandising skills,

### Management of Finances

- Follow Pilgrims Hospices policies for the control, reconciliation and banking of daily takings and monthly returns to the finance department, ensuring security of data.
- Identify opportunities within the community to raise the profile of the shop.
- Order and maintain the shops stationery and equipment.

### Management of policies and procedures

- To be aware of and comply with all Pilgrims Hospices Health & Safety policies relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
- Ensure volunteers adhere to relevant Pilgrims Hospice policies and procedures.

- Ensure that expenses are completed and submitted with in requested time frame where applicable
- Ensure that all volunteers respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment.
- To be aware of and comply with Trading Standards Legislation.

#### **Other duties**

- To work with the Fundraising Department, to maximise the retailing and fundraising opportunities in the area and to promote Pilgrims Hospices.

### **3. Measures of Success**

- Achieving Agreed measurable targets.
- Excellent customer service.
- Volunteer recruitment, training and retention.
- Regular ongoing performance review and appraisal.
- Gift Aid sign ups, Agreed Gift Aid Sales percentage.

### **4. Communications & Relationships**

#### **Internal**

Head of Retail  
 Retail General Managers  
 Tivoli Administration Team  
 Volunteers  
 Drivers  
 Fundraising Managers  
 Volunteer Fundraising Groups  
 Human Resources  
 Finance  
 I.T

#### **External**

Customers  
 Donors  
 General Public  
 Trades & Services  
 Local Government & Agencies

## 5. General Statements

### 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.

### 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.

### Code of Conduct

The post-holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team member by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospice reputation

### 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.

### Other

Post holders are expected to be familiar with and comply with the policies and procedures published by Pilgrims Hospices in East Kent. 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 Job Description is not exhaustive. 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.

## JOB DESCRIPTION AGREEMENT –

I have read this job description and understand their contents in relationship to my day-to-day duties.

Jobholder's name (Please print).....

Jobholder's signature:..... Date.....

**Person Specification  
Retail Manager**

Essential	Desirable	Assessed By
<b>Experience</b>		
Retail sales experience		
Worked in a target driven environment		
Entrepreneurial and commercially minded		
Numerate		
	Worked with or Managed volunteers	
	Charity shop experience	
<b>Qualifications</b>		
Educated to GCSE or equivalent in Math's and English		
	Have attended retail sector training courses	
	Has a Retail Management NVQ	
<b>Skills, Knowledge &amp; Abilities</b>		
Creative flair with an eye for detail and able to present stock to a high standard		
	Epos past user and IT literate	
Willingness to learn and seek advice		
Excellent communication and interpersonal skills, personable and able to relate to volunteers		
Health and Safety aware and use to ensuring a safe working environment		
<b>Personal attributes</b>		
A flexible and positive attitude		
A motivational team builder, who recognises potential in others		
Ability to work independently with minimal supervision		
Excellent people skills		
<b>Personal Circumstances</b>		
Able to work Monday to Sunday in a regular shift pattern		
Able to work flexibly and additional hours from time to time		