



## PILGRIMS HOSPICES IN EAST KENT

### JOB DESCRIPTION

|                        |                                 |
|------------------------|---------------------------------|
| <b>Job Title:</b>      | Retail Manager                  |
| <b>Department:</b>     | Retail                          |
| <b>Responsible to:</b> | Area Manager                    |
| <b>Accountable to:</b> | Area Manager and Head of Retail |
| <b>Location:</b>       | <b>General</b>                  |

#### **General**

Employing over 300 staff and supported by 1000 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

Pilgrims Hospices has commercial premises throughout East Kent. There are 20 general charity shops, 6 furniture shops and 6 specialist shops selling books and vintage items, an ebay selling operation and warehouses.

The shops are staffed by volunteers and have an annual turnover of over £2.5m.

#### **1. Job Purpose**

The post holder is responsible for the effective operation and management of the Pilgrims Hospices shop and volunteers. The post holder will also be required, on occasion, to support other shops in the area as directed by their line Manager.

## **2. Job Dimensions**

The Retail Manager will be responsible for the day to day running of the shop.

- Meeting and exceeding financial targets
- Maintaining effective stock management and merchandising
- Picking and sorting stock when required from our central distribution site
- Managing and training volunteers
- Carrying out shop administration
- Ensuring adequate security
- Enforcing health and safety policy and procedures
- Implementing and ensuring the growth of our Gift Aid scheme

## **3. Principal accountabilities and responsibilities**

### **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, within the windows and in store, through continual communication and review with your Area Manager.
- Ensure good housekeeping is adhered to, in all areas of the shop, at all times, in accordance with our Health & Safety training and policy.
- Deal with customers' complaints and queries, with empathy, gathering factual information. 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.

### **Management of Volunteers**

- Recruit and train volunteers, in accordance with our new training programme.
- 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 is maintained at all times, even in adverse circumstances.
- Ensure all volunteers are made aware of the aims and objectives 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.

### **Management of Finances**

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

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

- To be aware of and comply with all Pilgrims Hospices in East Kent 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 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 regional fundraisers to maximise the retailing and fundraising opportunities in the area and to promote Pilgrims Hospices.

#### **4. Measures of Success**

- Achieving measurable targets
- Excellent customer service
- Volunteer recruitment, training and retention
- Regular ongoing performance review and appraisal

#### **5. Communications & Relationships**

##### **Internal**

Retail & Business Development Manager  
Area Manager(s)  
Retail Administrators  
Volunteers  
Furniture Call Centre Coordinator  
Furniture Drivers  
Regional Fundraising Managers  
Human Resources  
Finance

##### **External**

Customers  
Donors  
General Public  
Trades & Services  
Local Government & Agencies

## 6. 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 postholder 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 - General**

| Essential   | Desirable                                     | Assessed By |
|---|---|-------------|
| <b>Experience</b>   |   |             |
| Retail sales experience at managerial level   |   |             |
| Worked in a target driven environment   |   |             |
| Entrepreneurial and commercially minded   |   |             |
| Numerate with IT Experience   |   |             |
|   | Worked with or Managed volunteers             |             |
|   | Charity shop experience                       |             |
| <b>Qualifications</b>   |   |             |
| Educated to GCSE level or equivalent in Maths 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            |   |             |
| Good organisational and management skills   |   |             |
| Willingness to learn and seek advice  |   |             |
| Excellent communication and interpersonal skills, personable and able to relate to volunteers |   |             |
| A passion for Vintage/Retro clothing, furniture, and bric-a-brac                              |   |             |
|   | Able to assist with the movement of furniture |             |
| <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 Saturday in a regular shift pattern                                    |   |             |
| Able to work flexibly and additional hours from time to time                                  |   |             |