

PILGRIMS HOSPICES – JOB DESCRIPTION

Retail Manager

MAIN PURPOSE AND SCOPE OF THE JOB:

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

POSITION IN ORGANISATION

Reports to: Area Manager

DUTIES AND KEY RESPONSIBILITIES

Job Dimensions

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

- Meeting and exceeding financial targets
- Ensuring the shop is suitably staffed by either paid staff or volunteers to maximise trading
- Maintaining effective stock management and merchandising
- Picking and sorting or ordering stock when required from our central distribution site
- Managing and training volunteers
- Carrying out shop administration
- Ensuring adequate security and ensuring cash handling policies are followed
- Enforcing health and safety policy and procedures
- Implementing and ensuring the growth of our Gift Aid scheme

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, and in line with HMRC regulations.
- 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.
Maintain good public relations within the local community.
Perform any other duties commensurate with the role as required

Measures of Success

- Achieving measurable targets
- Excellent customer service
- Volunteer recruitment, training and retention
- Regular ongoing 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.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

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 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 hospices 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.

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.

Issued: August 2024

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 | E - Essential or D - Desirable |
|------------------------------------|---|--------------------------------------|
| EXPERIENCE | Retail sales experience at managerial level Worked in a target driven environment Entrepreneurial and commercially minded Worked with or Managed volunteers Charity shop experience | E D D D D |
| SKILLS/ ABILITIES | 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 flexible and positive attitude Ability to work independently with minimal supervision Excellent people skills | E D D E E E E |
| KNOWLEDGE | A good understanding of brands and trends | D |
| QUALIFICATION/ TRAINING | Educated to a good standard Have attended retail sector training courses Has a Retail Management NVQ | D D D |
| OTHER REQUIREMENTS | Able to work flexibly and additional hours from time to time Able to work any five days from seven in a regular shift pattern Physically Fit, and have an understanding of Manual Handling processes | E E E |

Date Written: **August 2024**