

Job Description	Shop Manager
Responsible to	Head of Retail

Job Purpose	To effectively manage the day to day activities of the relevant shop ensuring donated goods are merchandised effectively to maximise sales. To ensure the gift aid is managed and implemented to standard with staff and volunteer training and review To manage the employees and volunteers ensuring their development and safety through regular reviews and training To ensure the safety of the premises by managing the safety and risk in the shop To be flexible in your approach to managing and staffing the shop, developing a flexible committed team to support the wider retail team when required
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Values	The post holder will hold and engage with our organisational values; <table> <tr> <td>Together</td><td>Compassion</td></tr> <tr> <td>Excellence</td><td>Accountability</td></tr> <tr> <td>Actively Engaged</td><td>Respect</td></tr> <tr> <td>Meaningful</td><td>Empathy</td></tr> </table>	Together	Compassion	Excellence	Accountability	Actively Engaged	Respect	Meaningful	Empathy
Together	Compassion								
Excellence	Accountability								
Actively Engaged	Respect								
Meaningful	Empathy								

Main Duties and Responsibilities	Main duties: - To be flexible in your working patterns to lead by example and recruit a flexible supportive team to work in your shop and other local shops when required. - To recruit sufficient volunteers for the operation of the shop using create - ideas to keep the volunteers engage and to recruit new volunteers. - To create the right environment to attract sufficient volunteers, happy, bright, safe energetic environment - To manage staff and volunteers, ensuring adequate cover at all times - To develop the team of staff and volunteers through regular training events in store - Encourage all volunteers to attend annual mandatory health and safety (including fire and moving and handling) training sessions. - To notify Volunteer Services of any volunteers who leave - To manage all donated goods in accordance with standard procedure to maximise sales income. - Actively participate in and complete all management and leadership development programmes required by the organisation, applying learning to support their effectiveness as leaders.
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**Main Duties
and
Responsibilities
Continued**

- To ensure the cashing up procedures are carried out at the end of each business day and the takings are banked correctly in line with procedure.
- To manage stock levels and operate an on time culling process to manage deliveries effectively.
- To engage with the delivery teams to ensure stock levels are maximised with new lines every week.
- To be competent in the use of Cybertill at the point of sale, back office and gift aid administration.
- To report all incidents and near misses on the Vantage portal
- To implement risk assessments and add to vantage when required.
- To maintain regular holiday management for the whole staff team in the shop, ensuring SID is updated.
- To manage sickness in line with sickness policy, RTW interviews and absence trigger points through SID
- To be able to navigate the intranet to find policies and procedures along with forms and guidance for you and your team.
- To ensure that stockrooms are kept clean and tidy and are operating safely.
- To ensure the shop windows are well merchandised and kept clean and tidy.
- To display the appropriate Oakhaven messaging to support the wider Oakhaven team.
- To maintain a clean and well-presented shop at all times.
- To check all premises are secure and alarm is set at the end of the day if alarm is fitted.
- To notify the head of retail if any problems occur

General

Public Relations – To represent Oakhaven Hospice in the community and public domain as appropriate

Personal Development – to keep up to date on current developments appropriate to duties and responsibilities of the post. To identify personal development needs with agreement of line manager.

Training - To remain appropriately trained for the role and keep up to date with mandatory training requirements.

Data Protection – To be conversant with the requirements of the Data Protection Act and ensure compliance in safeguarding confidential information.

Infection Control - All employees must follow consistently high standards in the prevention and control of infection including adhering to infection prevention and control policies and procedures relevant to their work, in both non clinical and clinical settings.

Health and Safety – To be aware of and comply with current Fire, Health and Safety Policies and Procedures operated at Oakhaven Hospice. Ensure risk assessments are conducted for each event and appropriate insurance cover obtained.

Confidentiality – To be aware of the confidential nature of hospice affairs and comply accordingly.

Finance – To act with a sense of integrity and sound judgment and to take personal responsibility for understanding and following all relevant financial policies.

Additional Duties – In discussion with line manager to undertake work as and when required in support of Oakhaven Hospice.

OAKHAVEN HOSPICE

Notes

- The post-holder may have access to confidential data on staff, patients and services within the hospice. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.
- The post-holder may be required to contribute towards clinical and corporate governance agenda as appropriate.
- The post-holder will be the subject of regular annual appraisal and objectives.
- The post-holder will be expected to produce work to a high standard and to promote quality at all times.
- The Hospice is committed to Equal Opportunities for all current and potential members of staff and patients, irrespective of gender (including gender re-assignment), marital status, sexual orientation, race, colour, creed, religion, belief, nationality, ethnic origin, age, disability, a positive diagnosis of HIV/AIDS, or Trade Union membership. Therefore, the Hospice expects of its staff to understand, support and apply this policy through their working practices, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
- The post-holder will be expected to keep themselves updated on all matters relating to Hospice Policies and Procedures.
- The post-holder must familiarise themselves with matters relating to health and safety management, reporting any potential risks immediately in accordance with the Hospice's Health and Safety policy and procedures.
- The employee will also be expected in discussion with their manager, to understand their role and level of accountability in respect of Emergency Planning procedures and ensuring controls assurance within their work area.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Oakhaven Hospice is a non-smoking building and this is to be observed at all times.

Personal specification		
Requirement	Essential	Desirable
Education, Training and Qualifications		Maths and English Grade C or equivalent or relevant experience.
Skills and Experience	Experience of working in a Retail environment Excellent Customer service skills Basic knowledge of retail EPOS systems	Knowledge of fashion brands Experience of dealing with volunteers Experience of moving and handling heavy/awkward items Experience of working in charity retail Basic knowledge of retail Gift Aid schemes
Personal Attributes	Able to demonstrate Oakhaven's values Enthusiasm, commitment and energy and a willingness, where necessary, to work outside normal working hours. Team player Good social skills Good communicator	
Other	Able to perform physical aspects of the role.	

The 'Why' of Oakhaven

PERSONAL VALUES

We do what we do at Oakhaven Hospice because as individual people we hold the personal values of **C**ompassion, **A**ccountability, **R**espect and **E**mpathy in high regard. In other words we **CARE** about what we do and the people we work with.



ORGANISATIONAL VALUES



As an organisation we strive to ensure our service is one that: works **T**ogether with others; delivers **E**xcellence and is based on best practices and principles; is **A**ctively engaged on all levels be it with patients, families, the local community, staff and services both internal and external; is **M**eaningful for those who experience it. We strive to work within and as part of a **TEAM**.