



Charity Shop Manager

Location:

Salary:

Contract: Permanent

Hours: 37.5 hours per week

About The Role

We are looking to recruit a Shop Manager to join a team with ambitions to become the south-east's premier retailer of sustainable fashion and preloved goods, whilst creating vital income for the leading hospice groups in the region?

As Shop Manager you will lead your team to provide an outstanding customer experience. The role requires a background in charity retail management or similar. This is a fantastic opportunity to make a difference and deliver positive social impact in the local community. You will provide leadership in delivering budgets, supporting & developing your team of managers & delivering an excellent standard of customer service. You will also play a role recruiting and building the volunteer team and encouraging vital donations.

About Us

Havens Hospices provides palliative nursing and supportive care to adults and children living with complex or incurable conditions.

Our specialist Care Teams can support them and their family living throughout illness, death and bereavement, in the comfort of their own home and through our hospices. We focus on their quality of life, caring for individual physical, emotional, psychological and spiritual needs, helping to "Make Every Day Count".

About You

- Retail management experience either in the commercial or charity sectors
- Able to lead a diverse team in a fast paced and dynamic environment

- Comfortable driving sales and achieving income targets
- High standard of operational excellence
- Good literacy, numeracy and communication skills

Core Responsibilities

- To effectively manage the day to day running of the shop staff and volunteers
- To communicate with the shop manager and area manager and ensure continuity
- To manage stock, optimise profit and maximize sales
- To be ultimately responsible for all transactions taken
- To be aware of, and help the store to hit all sales targets
- To provide effective leadership and encourage the team to maximise potential

Purpose of Role

To manage the Havens Hospice Charity Shop on a relief basis, ensuring an efficient and effective management of staff and volunteers and to maximise the efficiency and profitability of the shop.

To play a part in achieving the organisation's mission by supporting the care services, both with direct financial support and by encouraging a profile in the community.

Key Relationships (internal)

- Area Manager
- Shop Managers
- Volunteers Services
- Volunteers
- Trading & Logistics Head Office

Key Relationships (external)

Customers Donors

You will report to your Area Manager. You will be responsible for the managing of the volunteers and will be accountable for the day-to-day store operations, ensuring a safe and secure environment is maintained at all times.

Working For Havens Hospices

As a valued member of our team, raising vital income for our group of hospices, you can expect the following benefits:

- 33 days annual leave (pro-rata) (Including Bank Holidays)
- Our Shop Managers are awarded up to 10% performance-based annual bonus
- Salary sacrifice scheme for pension
- Competitive pension schemes and NHS pension for continuing members
- Learning and Development team committed to personal and professional development, offering a number of education opportunities
- Life Assurance
- Employee referral bonus
- Wellbeing sessions (monthly)

Full Job Description

Duties & Responsibilities

The following list is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.

Strategic Role as a Shop Manager

- To take responsibility for managing your shop.
- To brief the Area Manager at regular agreed intervals (and immediately if urgent) on progress in your allocated shop.
- To propose action to the Area Manager for improvements in operations.
- To maintain an awareness of developments in local shops, especially in the Charity sector, updating the Area Manager as required.
- To maintain an awareness of the work of Havens Hospices and relevant local or national issues through press, media and local views.
- To maintain and develop good channels of communication with colleagues in other Havens Hospices Shops, local communities and organisations.
- To assist the Area Manager as required in area wide initiatives, for example new shop openings.

Income/Sales

- To ensure the shop meets sales targets set in collaboration with the Area Manager.
- To actively promote Gift Aid, sign up donors and achieve performance targets.
- To initiate marketing campaigns and sales promotions to increase sales.
- To ensure the shop is competing effectively with local competitors.

Judgement & Decision Making

- To make day-to-day decisions to ensure the successful and safe trading operation of the shop.
- To decide, without reference, but with procedural guidelines, what prices to charge for individual items to maximise both turnover and income.
- To ensure that all activities are carried out in harmony with Havens Hospices mission and values and within the spirit of its equal opportunities policy.

Premises

- Hold shop keys, opening and closing the premises for trading hours, ensuring that the hours are strictly adhered to, and responding to emergency call out if, and when necessary.
- Ensuring the shop is kept clean and tidy and goods are displayed in an attractive and presentable manner.
- To ensure the security of shop takings.
- To provide the best circumstances for the personal security of staff and volunteers.
- To ensure that security procedures are understood and implemented by all staff and volunteers.
- Ensure that all statutory responsibilities are met, including Fire and Health & Safety regulations.
- To inform Area Manager of necessary repairs and maintenance, agree action plan and costs, organise for work to take place using authorised contractors.

Stock Management

- To supervise and maximise the efficiency of the collection system.
- To ensure the highest possible resale value of donated stock.
- Accept, sort, price and display goods for sale to maximise income within agreed guidelines.

- To ensure that all goods sold comply with safety and other legislative requirements.
- Identify and arrange for a valuation of goods that might be valuable ensuring Area managers awareness.
- To apply company display, merchandising and window dressing standards.
- To control stock density and rotation.
- To initiate local stock and sales promotions.

Staff Responsibility

- To lead and develop the staff and volunteers in your shop, encouraging effective communication, and helping to foster a positive team spirit.
- To ensure that the shop is adequately staffed at all times, including days off, lunch breaks, and holidays in order to maintain levels of service.
- Train, support and coordinate the work of the staff and volunteers in accordance with Havens Hospices policies and procedures.
- To be responsible for the day to day health & safety and welfare of staff, including yourself, volunteers, visitors and customers.
- To ensure that staff and volunteers are adequately trained to enable them to fulfil their duties effectively.

Public Relations

- Identify local publicity opportunities with Area Managers to take advantage of those opportunities.
- Collaborate with the Area Manager to organise special events and / or promotions.
- Publicise the shop, enhance the image of Havens Hospices through a professional and high-quality service.
- Maintain good relations with the public.

Administration

- To complete daily / weekly sales returns and brief Area Managers as required.
- To ensure shop costs do not exceed agreed budget.
- To apply Trading Standards Regulations in the shop and ensure staff awareness
- To apply cash & control procedures.
- To control and requisition shop supplies.

- To process post.
- To bank takings using agreed banking procedures.
- Ensure the security of stock and cash on the premises and report any shortfalls to the Area Manager.

Health & Safety

- Ensure that all staff and volunteers adopt a safe working practice in accordance with Havens Hospices Health & Safety policy.
- Ensure that all incidents and injuries are recorded and reported to the Area Manager in accordance with RIDDOR.

- Work with the Area Manager to ensure any Health & Safety issues are resolved quickly and effectively.

Team / Organisational Work

- To foster a good working relationship with all Trustees, Executive and department staff with whom the job interacts.
- To be responsible for conforming to the policies and procedures as set out in the staff handbook, including health & safety requirements and attending courses as directed
- To attend staff meetings as required.

Personal Development

- To participate in regular appraisals
- To identify own on-going educational needs and discuss with the Area Manager to achieve those development needs
- To be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time period.