**Job Description**

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**Title: Shop Manager**

**Location: Various across Lincolnshire**

**Reporting to: Retail Area Manager**

**Responsible for: Deputy Manager (if applicable), Sales Assistants (if applicable), Volunteers**

**Grade: B2, B5, B8 (dependant on location)**

Our Vision

Our vision is a world where dying with dignity, compassion and having choices is a fundamental part of a life

Our Mission

Our mission is to ensure all individuals facing the end of their life in Lincolnshire receive dignified, compassionate care when they require it and where they ask for it.

Our Values

Aiming High

We reach for excellence and set the standard for others to follow. Celebrating individual and collective success and actively looking for ways to be even better.

Being Courageous

We push boundaries and provide challenge - standing up for what is right and supporting others to make a difference across all aspects of our work.

Working Better Together

We recognise the power of community; building connections and relationships which help us make a positive contribution. Respecting and valuing all contributions - we are ONE team, united and inspired by our common purpose.

Having Heart

People are at the centre of all we do. We’re proud of our ability to work in tough situations with resilience, empathy and kindness.

Doing It Right

We are ethical, honest and use resources respectfully. Taking responsibility for our actions and doing what we say we’ll do - we challenge others to do the same.

**Job Purpose**

**All St Barnabas Shops staff play a key role in generating care-giving funds for the Hospice, focusing on income generation and keeping costs to a minimum, engaging with the local community to raise awareness of the support St Barnabas delivers, following the Trust’s values and acting with positivity and professionalism – everyone playing their vital part in the success of the whole.**

The Community Shop Manager’s purpose is to focus on delivering maximum profit from donated sales, online sales channels (if applicable), Gift Aid, recycling opportunities and individual initiatives.

**Key Responsibilities**:

The role will focus on key areas:

* Income Generation
* Cost Control
* Stock generation
* People management
* Financial awareness and performance
* Health and Safety

**Main Duties and Responsibilities**

Income generation

* As a minimum, achieve income, expenditure and profit contribution budgets as per agreed targets
* Put income generation at the heart of their shop team’s responsibilities – motivating the team to focus on donated sales and Gift Aid, ensuring HMRC rules are adhered to at all times
* Ensure first class customer service levels are maintained at all times instore, with positive engagement with customers, donors and supporters
* Constantly explore new avenues, platforms and opportunities for increasing income generation working with other Trust departments and external companies, outlets, channels, organisations etc

Stock

* Implement stock generation initiatives, working with local community
* Oversee the shop team identifying the most valuable revenue stream for stock, i.e. shop floor, Ebay, Depop, auction etc
* Maximise income from recycling and minimise waste disposal costs with minimal impact on the environment
* Oversee the correct presentation of their shop, ensuring display and stock density plus rotation are as per expectations
* Oversee correct pricing strategies to ensure maximum income and sales
* Work closely with the Area Managers and Superstore Manager to oversee the correct use of the back-office stock management system
* Work with Area Managers, Deputy Superstore Manager and Retail Administrator to ensure logistics are following agreed schedules, ensuring stock movement efficiency at all times (if applicable)

People

* Lead their staff with positivity and enthusiasm, being a strong role model and inspiring a strong culture of team spirit, promoting St Barnabas values and a passion for all aspects of the business
* Working closely with the Volunteer Services Department to implement volunteer recruitment initiatives, and focus on training and retention of the volunteer team including keyholder roles
* Empower the whole team to reach their full potential, focusing on training, mentoring and coaching.
* Ensure they and all staff and volunteers (if applicable) complete their timesheets and mandatory training in a timely manner
* Manage their staff team (if applicable) as per the Trust’s policies including sickness absence, holidays, performance, disciplinary, training, coaching etc.
* Work with the Area Manager to plan and implement effective staff and volunteer duty rotas ensuring full coverage of the shop during agreed trading days/times
* Effectively deal with all customer issues, complaints in a timely and professional and courteous manner. Escalate to Area Manager if necessary.

Financial

* Up to date and accurate awareness of donated sales and Gift Aid performances against targets
* Strategies planned to counter underperformance and monitoring of success of these approaches
* Work closely with Area Manager in analysing, understanding and working with financial performance reports, to monitor sales, costs, profit, space management etc are at optimal levels

Other

* Maintain high standards of Health and Safety following Trust and national policies and procedures and use Trust reporting channels where applicable
* Ensure high standards of security, maintenance and housekeeping of the shop building is maintained at all times. Complete and record all site checks as per schedule
* Maintain high standards of cash handling, banking, stock control and staff purchase policy
* Develop and maintain strong working relationships with various Trust departments including HR, Finance, IT, Maintenance and Marketing
* Confident and accurate use of Trust and Retail systems including CRS, Datix, x365, Microsoft Teams and Office Suite etc
* In-depth knowledge and experience of social media platforms, their management and best use
* To be a Fire Marshal for the building and attend all training courses to maintain skills
* To be a First Responder for the shop and attend all training courses to maintain skills
* To have a clear understanding of what St Barnabas Hospice does as a charity in the local community, and the essential role the charity shops play in ensuring this care continues

**Additional Duties**

All employees of the St Barnabas Hospice Trust (Lincolnshire), St Barnabas Promotions Ltd. and St Barnabas Shops Ltd., all hereafter referred to as employees of “the Trust”, are expected to comply with the general duties detailed below:

**Infection Control and Prevention**

All employees of the Trust are required to:

* Maintain a clean and safe environment, minimise risks of infection, report infection control issues of concern to their line manager and attend mandatory infection prevention training.
* Work in accordance with their local infection control procedures and in adherence to the Code of Practice for the Prevention and Control of Healthcare Associated Infection as outlined in the ‘Health and Social Care Act 2008’.

**Safeguarding Children, Young People and Vulnerable Adults**

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. For further details please refer to the 'Safeguarding Vulnerable Adults Policy and Procedure' and to the 'Safeguarding Children Procedure'. Should you have any concerns about any child or vulnerable adult that you encounter in the course of your St Barnabas duties, please report these to your line manager and / or to the Family and Carers Support Services team.

**Health & Safety**

All employees responsible and accountable for ensuring that:-

* They work safely in accordance with any relevant and appropriate training, safe systems of work, procedures and/ or rules in force in their workplace.
* They co-operate with the Trust in matters of health and safety and take care of their own health and safety and do not endanger other by their acts or omissions
* They wear and use, at all times, the appropriate personal protective equipment provided and use all safety devices, guards etc. provided to make safe any plant and equipment.
* They immediately report defective equipment /machinery onto the Trust’s maintenance helpdesk system and isolate the equipment so that it cannot be used. Once the situation is safe then the line manager must be informed.
* They immediately report any unsafe acts or conditions using the Trust’s dedicated reporting system and bring it to the attention of their line manager.
* Report any ongoing unsatisfactory responses of maintenance or safety issues to the Health and Safety Manager.
* Maintain their working and welfare environment in a clean and tidy condition.

Whilst the aim of the Trust is to promote a co-operative and constructive view of Health and Safety, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**General Policies, Procedures and Practices**

All employees of the Trust are expected to comply with all Trust policies, procedures and practises and are responsible for keeping up-to-date with any changes to these.

**Duty of Candour**

All employees of the Trust are required to:

* Be honest, open and truthful in all their dealings with patients and the public and ensure that organisational and personal interests are never allowed to outweigh the duty to be open, honest and truthful.
* This supplement to your job description should be regarded as an additional guide to the duties you are required to perform and is not intended to be definitive or restrictive in any way and does not form part of the contract of employment.

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**Person Specification**

**Role: Shop Manager**

**Accountable to:** Retail Area Manager

**E** - Essential **D** – Desirable

**Education and Qualifications**

|  |  |
| --- | --- |
| * GCSEs at grade C or above in at least English and Maths or equivalent standard of education or vocational qualification
 | **E** |
| * NVQ or equivalent in a retail/commercial or customer led area or a qualification in a fashion-based area
 | **D** |

**Knowledge and Experience**

|  |  |
| --- | --- |
|  |  |
| * 2 years’ experience in a commercial retail/charity retail environment
 | **E** |
| * Proven people management experience
 | **E** |
| * Proven financial target performance
 | **E** |
| * Experience of using/managing a till EPOS and stock control system
 | **E** |
| * Knowledge and experience of Health and Safety, manual handling and Trading Standards
 | **D** |
|  |  |

**Personal Skills and Experience**

|  |  |
| --- | --- |
| * Strong organisational skills
 | **E** |
| * Excellent people skills
 | **E** |
| * Strong and effective communication skills
 | **D** |
| * Experience of working with volunteers
 | **D** |
| * Able to maintain a high-volume workload, focusing on a number of tasks and able to make quick decisions and deliver to strict deadlines
 | **E** |
| * Strong IT and social media skills
 | **E** |
| * Good local geographical and logistical awareness
 | **D** |
| * Awareness/knowledge of antiques/collectables/furniture/fashion
 | **D** |
| * Hold a clean, valid driving licence
 | **D** |
|  |  |
|  |  |

**Specific Requirements**

|  |  |
| --- | --- |
| * Availability to work weekends
 | **E** |
| * Use of a vehicle for business use
* Be prepared to travel to cover a shop location within 30 miles of home
* Able to meet the physical demands of the role including bending, lifting, carrying, standing and climbing stairs
 | **D****E****E** |

**Job Description Agreement**

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

 **Signature Date**

**Job Holder:**

**Line Manager:**

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