

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Retail Store Manager
SALARY	4
HOURS OF DUTY	37.5 per week, over 5 of 7 days
REPORTS TO	Retail Area Manager
KEY RELATIONSHIPS	Director of Retail, Hospice Health & Safety Lead, Head of Retail, Retail Area Managers, Retail Store and Head Office teams, Retail People Partner, Volunteers, HODs within the Hospice, Hospice Staff, external agencies, members of the public
RESPONSIBLE FOR	Retail Assistant Managers, Volunteers across designated area (1 employee & 15 plus volunteers) The role and responsibilities for staffing will grow in line with growth and organisational priorities.

JOB SUMMARY

As a Retail Store Manager for Saint Francis Hospice, you will lead a team of paid staff and volunteers. You'll be empowered to make decisions locally whilst working within a supportive framework. You'll have great commercial skills, an understanding of why customer service is key and want to be part of a successful team. Ideally, you'll have previous retail management experience, be able to demonstrate strong leadership and have the ability to work with and motivate any team.

Reporting into the Retail Area Manager you will be responsible for ensuring that your store runs efficiently and performs against its sales and contribution budgets and therefore delivers a positive financial contribution to the Hospice.

The post-holder will act as an ambassador for Saint Francis Hospice, ensuring that both they and the retail business supports and endorses the aims and objectives of the Hospice, and thereby ensuring that both customers and suppliers, as well as the wider community, can readily perceive the direct connection between successful trading with the Retail business and giving their support for the good work of their local Hospice.

MAIN DUTIES AND RESPONSIBILITIES

Key Objectives

1. Achieve weekly/annual sales and profit targets for the store.
2. Maximise the Gift Aid potential within your store with team training and implementation of process in your store
3. To effectively manage the day to day running of the store staff and volunteers with the aim of optimising profit through maximising sales and controlling store expenses.

4. Deliver training for SFH store team members to learn and develop skills in retail and customer service through our Retail Training Programme.
5. You will be responsible for setting your team's rota, ensuring the store is fully covered.
6. Flexibility required where reasonable and appropriate to accommodate short notice alterations to working pattern.
7. Attend and undertake any relevant training workshops, events or meetings as required.
8. Actively participate in annual performance/appraisal review and any identified areas of training to support you in your role.
9. Operate a flexible working pattern as agreed with the Area Manager - Be available to work in other stores on occasion as requested to cover sickness and absence.
10. To undertake any reasonable requests by Area Manager or member of Retail Senior Leadership Team to support the operational needs of the business.

People Management

11. To provide effective leadership and encourage team and volunteers to maximise their potential through SFH training while also managing and addressing underperformance.
12. Line management of permanent staff to include performance development reviews and staff PDPs in line with SFH procedures, identifying and escalating any training needs and performance issues.
13. Responsible for recruitment, management, and supervision of volunteers within SFH People & culture operational policies and procedures & volunteer guidelines. (to include inductions & relevant training with support from Volunteer Partner).
14. Responsible for recruitment, management, and development of paid store team within SFH People & Culture operational policies and procedures (to include induction and relevant training).
15. To utilise volunteers appropriately within the store.
16. Produce & communicate monthly staff and volunteer rotas, ensuring the store is always covered including peak trading days, weekends, and seasonal periods.
17. Support the involvement and recruitment of volunteers from the local community and central office.
18. Maintain the overall culture of the store to ensure all staff represent and embrace SFH's values and goals.
19. Train staff and volunteers on and enforce adherence to Trading Standards Regulations.

Commercial Management

20. Maximise store's sales performance and work with the Retail Area Manager and Head of Retail to actively seek ways to improve sales on a continuous basis.
21. Meet required performance standards and targets by motivating and managing paid team and volunteers to achieve Key Performance Indicators.
22. Ensure that stock is valued appropriately and to ensure optimum use of stock sourced through donations via shop floor, rags and other stock generation methods.
23. Ensure stock levels are sufficient to achieve required shop floor density and that stock is current and up to date through process and rotation.
24. Managing volunteers to support the processing of donated stock from stock room to shop floor, delegating appropriate tasks which are considerate of individual abilities and likes.
25. Train and supervise volunteers on tills, mitigate and correct errors to ensure accuracy.
26. Encourage stock donations at the store and stock generation.
27. To demonstrate excellent customer service, promoting good practise within the store and providing coaching and feedback to the store team as required.

28. Maintain a good standard of housekeeping on shop floor and back of house, creating an environment that is pleasant and safe for customers, store staff and volunteers.
29. To present a positive and professional image to customers, staff and volunteers at all times through adherence to Saint Francis Hospice values.
30. To comply and maintain excellent visual merchandising standards within the store in line with the SFH brand guidelines taking into account the local market.
31. Responsible for implementing any marketing, advertising and financial strategy in store.

Stock Management

32. Manage relationships with waste management and rag collection services ensuring timely pickups, supply of bags and appropriate reimbursement.
33. Request surplus stock from other units where necessary and organise surplus stock to supply other units when requested.
34. Coordinate stock pick-ups and deliveries with the Retail Warehouse Manager.
35. Select stock to achieve sales targets and maximise contribution through appropriate value & price.
36. Manage and oversee sorting, preparation, pricing and loading of stock onto the shop floor.
37. Maintain display, merchandising and window dressing standards and train staff and volunteers to do so.
38. Maintain stock density and rotation procedure – working to two-week cycles or as agreed with the Area Manager
39. Train staff and volunteers on and enforce adherence to Trading Standards Regulations.

Communication

40. Communicate the store's social enterprise and fundraising goals for SFH to customers and volunteers.
41. Engage with local community via social media/Instagram and store events to inform them of store activities to drive footfall.
42. Develop and sustain relationships with relevant SFH departments to demonstrate effective collaboration within the shared objective to raise awareness and income e.g. fundraising, media, marketing
43. Maintain, manage, and update the store's campaigns and fundraising materials. Communicate with paid team and volunteers on wider events, employment opportunities and campaign.
44. Lead weekly meetings with the paid & volunteer team to communicate KPIs in order to deliver weekly targets.
45. To attend Retail training and team meetings as requested

Health and Safety/Safeguarding

46. To comply with SFH policies and procedures in relation to store security, no lone working policy and all health & safety regulations and to report any safeguarding concerns in line with SFH policies and procedures.
47. Ensure adherence to Health and Safety procedures, in the store, including storage, preparation and handling, fire and safety procedures, risk assessments, building maintenance, cleaning, service and waste management.
48. Hold a certified PAT testing qualification and test electrical donations as part of your role.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice, you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

RETAIL STORE MANAGER

E = ESSENTIAL	D = DESIRABLE		
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning			
<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</p>		E	
Leadership skills			
<p>Ability to lead with honesty, integrity, and care. Be able to develop, empower and delegate effectively to achieve change and generate a positive, inclusive, workplace. Be accountable for actions and bring creativity and innovation to inspire and motivate others. Be active in the creation and delivery of the Hospice strategy for the benefit of patients, staff, and our local community.</p>		E	
Qualifications & Training			
<input type="checkbox"/>	City & Guilds NVQ level 5 in Retail Skills (Management) or equivalent level of Retail experience	E	
Skills / Abilities / Knowledge			
<input type="checkbox"/>	Strong interpersonal skills/with an ability to communicate effectively with people at all levels.	E	
<input type="checkbox"/>	Good people management skills and ability to motivate others	E	
<input type="checkbox"/>	Good communications skills, both written and verbal	E	
<input type="checkbox"/>	Good analytical skills with an ability to analyse sales information	E	
<input type="checkbox"/>	Good financial management skills	E	

<input type="checkbox"/>	Good organisational and time management skills	E	
<input type="checkbox"/>	Ability to work under pressure and demonstrate presence of mind	E	
<input type="checkbox"/>	Good IT skills: including E-Mail and a good working knowledge of Microsoft based software, including Word and Excel.	E	
Experience			
<input type="checkbox"/>	Store management experience working within a modern retail environment	E	
<input type="checkbox"/>	Experience of budgeting and forecasting		D
<input type="checkbox"/>	Experience of Charity shop retailing		D
<input type="checkbox"/>	Experience of using EPOS systems for reporting and budgeting information	E	
<input type="checkbox"/>	Effective management of Retail stores	E	
<input type="checkbox"/>	Experience of CRS till systems		D
<input type="checkbox"/>	Experience of working with volunteers	E	
<input type="checkbox"/>	Experience of Health and Safety issues in a retail environment	E	
Other Requirements			
<input type="checkbox"/>	Ability to maintain and understand the importance of confidentiality	E	
<input type="checkbox"/>	Entirely trustworthy and honest	E	
<input type="checkbox"/>	Full current driving licence	E	
<input type="checkbox"/>	Have access to own transport	E	