**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION
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| Job Title: | Pre-loved Shop Manager |
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| Responsible to: | Trading Manager  |
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| Department(s): | Fundraising and Supporter Relations |
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| Salary: | £26,000 |
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| Last Update: | May 2023 |
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| 1. JOB PURPOSE
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| To achieve sales targets, keep controllable costs to a minimum and ensure the operational efficiency of our pre-loved shops across Renfrewshire and adjoining North Ayrshire in compliance with all policies laid down by St Vincent’s Hospice to ensure that retail’s contribution to patient care delivers our growth ambitions.Be a customer champion, use innovation and continuous improvement to create the best possible customer service and retail experience.Be constantly commercial, using entrepreneurial flair, drive and determination to exceed targets and optimise the retail contribution to St Vincent’s Hospice.To always be a St Vincent’s Hospice ambassador creating the best brand experience at point-of-sale. |
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| 1. DIMENSIONS OF THE ROLE
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| **Sales and Profit*** Working with the Trading Manager, the post holder will assist with the development and achievement of the annual budget for each pre-loved shop
* Lead on the development and implementation of corrective action plans to reinvigorate sales if any of the shops are underperforming, and identify opportunities to increase sales and reduce costs
* To generate quality donated goods through stock generation initiatives
* Working with the Pre-loved Team to ensure that there is a consistent shopping experience across all our shops
* To ensure accurate stock control and reporting of any new goods especially greetings and Christmas cards
* To ensure our Gift Aid sales are maximised in all stores and that HMRC guidance is followed at all times
* Reporting to be verbal and written, as required or requested, and to include structured timed objectives and actions
* To benchmark shop presentation and performance with other charity and main stream retailers in the local area and sector
* Lead on the continuous review of the pre-loved pricing policy to maximise sales
* Receive, sort, prepare, price and maintain stock of general donations for sale
* Maintain a high standard of merchandising and display, both window and in store, and maintain a balance supply of stock
* Identify and make available suitable stock for our online trading operation

**Shop Standards and Health and Safety*** To be responsible for the implementation and maintenance of the hospice Health & Safety Policy & Guidelines in all pre-loved shops following appropriate training
* To ensure Health & Safety checks are carried out on a regular basis, and that all issues identified are actioned, and that all volunteers receive appropriate Health & Safety training
* To ensure that all Health and Safety and Fire requirements of the organisation and of legislation are met, that Trading Standards regulations are met and that volunteers are given the necessary training
* Ensure that accident reports are kept up to date and that issues arising from accidents or incidents are actioned in a timely and effective manner
* To carry our regular inspections of pre-loved shop properties, and advise any maintenance issues that may arise
* To visit all shops regularly to ensure that they are being managed effectively and efficiently and in accordance with hospice policies and processes
* To respond to all customer complaints in a timely fashion
* To ensure that all cash and security controls / procedures are adhered to by the pre-loved shops, regularly actioning appropriate checks to include all shop systems, paperwork

**Staff and Volunteers** * To be responsible for the recruitment, induction, training, development and management of Shop Supervisors
* To ensure that shops are adequately staffed and that teams are developed trained and motivated, providing all necessary support, information, direction and guidance
* To undertake all line management responsibilities through regular 121’s and appraisal process. Setting clear objectives and key performance indicators to monitor and manage the performance of Shop Supervisors
* In conjunction with the Volunteer Co-ordinator and Shop Supervisors, to ensure sufficient numbers of quality volunteers are recruited
* To train, motivate and manage volunteers ensuring that they are competent to prepare goods for display; display and rotate goods; provide great customer service; maintain high standards of cleanliness and tidiness; maintain a volunteer rota to ensure the shop is trading at all published times
* To ensure that the Shop Supervisors develop and establish relationships with Volunteers so that they feel fully engaged, communicated with and part of the hospice team
* Ensure that Shop Supervisors and volunteers are well informed about pre-loved operational objectives, the work of the hospice and their own individual shop plans and targets
* To ensure that Shop Supervisors and volunteers maintain a high level of customer service at all times
* To arrange regular meetings of Shop Supervisors for the purposes of training, communication and planning

**Administration*** On a weekly basis, ensure pre-loved shop paperwork, banking and bank slips are received by Finance
* To ensure our Cybertill data base is maintained at all times
* To record shop visits and to document findings and relevant actions to each Supervisor as required

**Working with Others*** To engage with, organisational values and promote the hospice brand.
* Provide relief management and project support as required by the Trading Manager.
* To work with the Fundraising Team to maximise the retail and fundraising opportunities in the area and to promote St Vincent’s Hospice
* Collaborate and develop effective partnerships within the local community & with stakeholders
* In the absence of the Trading Manager deputise to ensure the retail team continue to undertake appropriate duties to achieve performance targets and realise the full potential
* Travel within the local community area where required in the performance of the job, to provide cover in another shop, when leading on a project, or for training activities and meetings
* Undertake such other duties a may be reasonably allocated by the Trading Manager
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| 1. ROLE OF ORGANISATION
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| **Our Vision**St. Vincent’s Hospice is a charitable organisation at the heart of the community, offering specialist care and services to all those affected by life-shortening illness; we are known as “the little hospice with the big heart”. Care for all is at the heart of everything we do. We achieve this by:* Being passionate about delivering high quality palliative care and support;
* Working with patients, families and those closest to them to ensure that care is right for

 everyone, every time; * Having appropriately skilled teams who are able to work in home, hospice and other

 settings; * Ensuring we have the necessary funds to maintain and develop services;
* Using our influence and expertise to shape the development of palliative care locally and

 nationally.**Our Values**Caring Respect  Compassion DignityCommitment Sensitivity**In putting people at the heart of everything we do, we work together to:*** Support every person as a unique and valued individual
* Respect the dignity of everyone
* Listen to and respect the wishes of people

**In striving for excellence in every aspect of our services, we:*** Provide a safe, comfortable, caring environment
* Develop and provide high quality services that are underpinned by audit and research
* Demonstrate clinical, financial and organisational excellence
* Work to achieve financial sustainability
* Deliver effective leadership and management throughout the organisation
* Ensure we have the right number of people with the right skills in the right place at the right time

**In building relationships, we:*** Listen to, respect and value the contribution of everyone
* Work together to improve all of our services
* Extend our collaboration with external partners
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| 1. MAIN TASKS, DUTIES AND RESPONSIBILITIES
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| See section 3 above. |
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| 1. (a) EQUIPMENT AND MACHINERY
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| **IT Equipment*** Laptop
* Digital Camera
* Mobile Phone
* Lighting Equipment

**Shop Equipment*** Electronic Till System
* Tagging Guns
* Vacuum Cleaner
* Cleaning Materials
* Coat Hangers
* Hanging Rails
* Roller Shutter
* Heaters
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| **8. (b) SYSTEMS** |
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| * Microsoft Office packages (including Word, Excel, Publisher, PowerPoint, Outlook, Teams)
* Internet
* Social media platforms
* EPOS
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| 1. ASSIGNMENT AND REVIEW OF WORK
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| The post holder will agree annual targets for the job role.The post holder will work within clearly defined occupational policies, protocols, procedures and/or codes of conduct. Advice and support is available from the Trading Manager, Director of Fundraising and Supporter Relationships and other senior Managers if required.Formal review of performance and objective setting is carried out by the Trading Manager in accordance with Hospice performance management arrangements and regular review of workload and performance will also take place. The post holder is responsible for highlighting areas where learning and development is required. |
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| 1. DECISIONS AND JUDGEMENTS
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| * Responsible for the line management of allocated volunteer team
* Expected to follow policies and procedures reporting deviations to Trading Manager
* Exercises discretion in handling confidential or sensitive financial or general Hospice information.
* The post holder prioritises tasks on a daily basis, making judgements concerning own working day and using initiative where appropriate.
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| 1. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
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| * Meeting agreed budgets in a competitive retail environment within an economic crisis
* Volunteer recruitment and maintaining a full team
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| 1. COMMUNICATIONS AND RELATIONSHIPS
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| The post holder requires to establish and maintain effective working relationships with team members across the income generation team and with Hospice colleagues; retail customers face to face and online; donors and other key stakeholders.  |
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| 1. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB
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| **Physical*** Managing the movement and arrangement of fixtures and fittings
* Managing stock deliveries including moving and lifting boxes
* Standing and walking for majority of day(s)
* Photography of new goods
* Travelling around the area and occasionally out-of-area

**Mental*** Variable ability of volunteers
* Need to be flexible as interruptions and unforeseen events are frequent
* A need for accurate and timely completion of key tasks
* A need to respond quickly and efficiently when working to conflicting priorities and tight deadlines
* Dealing with several tasks simultaneously

**Emotional*** Balancing the needs of competing priorities
* Dealing with difficult customer facing situations
* Being empathetic with volunteers and customers

**Environmental*** Lone working significant part of day/s
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| 1. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB
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| Essential: * Good general education
* Proven retail experience at supervisory/managerial level
* Demonstrable people management skills
* Good customer focus
* Good knowledge of retail practices, trends and legislation
* Good communication skills both oral and written
* Effective team member/team builder
* Ability to work on own initiative
* Good administration skills
* Ability to use main social media platforms
* Good level of numeracy

Desirable* Experience of Charity Shop retail work
* Ability to work under pressure
* Awareness & understanding of voluntary sector
* Ability to train and teach others

**OTHER**Must hold a valid driving license and have access to a car and be able to undertake occasional travel within Renfrewshire and North Ayrshire.**PERSONAL QUALITIES**Essential:* Commitment to the sector in which SVH works – the cause
* Leads from the front and enthuses others
* Highly personable
* Ability to:
* Plan effectively – day-to-day and longer-term
* Work flexibly and effectively in a busy environment with a helpful approach at all times
* Effectively prioritise workload
* Maintain confidentiality at all times, dealing with confidential issues in a professional and sensitive manner
* Build effective relationships

 It is an essential requirement that the post holder provide proof of right to work in the UK prior to taking up the post. |
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| 1. JOB DESCRIPTION AGREEMENT
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| This job description is a general outline of the above post and it is not exhaustive. This job description is subject to periodic review with the post holder. Duties may change in line with the service changes and of the post holder’s own personal development. |
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| I agree that this is an accurate reflection of the duties involved in my current role in St. Vincent’s hospice. |  |
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| Job Holder’s Signature | Date:  |
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| Head of Department Signature | Date: |
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