JOB DESCRIPTION

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| 1. JOB IDENTIFICATION
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| Job Title: | Gift Shop Supervisor |
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| Responsible to: | Gift Shop Manager  |
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| Department(s): | Income Generation |
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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 Gift shop 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 to create the best brand experience at point-of-sale. |
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| 1. DIMENSIONS OF THE ROLE
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| The Shop Supervisor will be responsible for the day-to-day running of our new goods Gift shop.* Meeting and exceeding financial targets
* Maintaining effective stock management and merchandising
* Managing and training volunteers
* Carrying out shop administration
* Ensuring adequate security
* Enforcing health and safety policy and procedures
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| 1. **MAIN TASKS, DUTIES AND RESPONSIBILITIES**
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| **Shop Management*** Provide a courteous and helpful service to the public.
* To ensure there is sufficient stock, efficiently sorted and prepared for sale.
* Stock control and rotation of stock, checking deliveries and dealing with any discrepancies promptly.
* In conjunction with the Trading Manager ensuring the timely order of stocks.
* In conjunction with the Trading Manager sourcing new products and suppliers; focusing on ethical, fair trade and local suppliers.
* Management of new products recording in EPOS
* Maintaining a high standard of display, ensuring best use of space and maintaining fresh innovative displays to improve shopping appeal, footfall and sales.
* Ensure the pricing policy for the shop is adhered to in accordance with the policies set by the Trading Manager.
* Ensure good housekeeping is adhered to, in all areas of the shop, at all times, in accordance with our Health & Safety training and policy.
* Deal with customers’ complaints and queries, with empathy, gathering factual information. Refer them to the Trading Manager where necessary.
* Ensure that the advertised trading hours are adhered to.

**Management of Volunteers*** In conjunction with the Volunteer Co-ordinator recruit volunteers.
* Ensure full role description volunteer training is completed through induction and refreshed periodically.
* Prepare weekly rotas on a monthly basis, ensuring the shop is adequately staffed at all times.
* Organise and manage the work of volunteers.
* Ensure that volunteers give excellent customer service and it is maintained at all times, even in adverse circumstances.
* Ensure all volunteers are made aware of the aims and objectives of St Vincent’s Hospice, through the Retail Operation.
* Ensure that ‘New Starter’ paperwork is completed in full and forwarded to the Volunteer Co-ordinator, for references and processing, enabling new volunteers access to our till systems.

**Management of Finances*** To attain and monitor budgetary targets and KPIs.
* To be aware of weekly sales information and areas of concern.
* To assist and monitor costs.
* To provide activity updates on a regular basis.
* Follow St Vincent’s policies for the control, reconciliation and banking of daily takings and periodic returns to the finance team, ensuring security of data.
* Identify opportunities within the community to raise the profile of the shop and in turn bring in further income.
* Order and maintain the shops stationery and equipment via the Trading Manager.

**Management of policies and procedures** * To be aware of and comply with all St Vincent’s Hospice Health & Safety policies relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
* Ensure volunteers adhere to relevant St Vincent’s Hospice policies and procedures.
* Ensure that all volunteers respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment.
* To be aware of and comply with Trading Standards Legislation.

**Other duties*** To work with regional fundraisers to maximise the retailing and fundraising opportunities in the area and to promote St Vincent’s Hospice.
* In conjunction with the Trading Manager, actively promote our Gift Shop, new goods across our social media platforms, through press releases and in local publications.
* To work as part of the overall income generation team.
* To take note of any key issues, activities and changes to policy.
* To identify own personal development needs to line manager.
* To attend mandatory and statutory training, education courses and study days.
* To attend weekly trading huddles (via Teams or in person), providing updates on performance, share successes and demonstrate remedial actions to offset any losses.
* To attend monthly 1:1’s ensuring relevant paperwork is prepared in advance.
* To attend monthly trading and quarterly Directorate Income Generation meetings.
* Building strong relationships with peers across Income Generation and the Hospice.
* To investigate any incidents or complaints as requested to do so in keeping with Hospice policies and procedures.
* To participate in effective communication within the team.
* To contribute to the development, implementation and management of the Retail strategy.

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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

**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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