

Join our team!

Pre-Loved Shop Manager



**St Vincent's
Hospice**

the little hospice with the big heart



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Scottish Charity No. SCO06888



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Overview: Pre-Loved Shop Manager

Reporting to

Pre-Loved Department Manager

Department

Income Generation – Retail

Salary

£25,350 per annum

Hours

37.5 hours per week, worked to meet shop needs including weekends as required

Status

Permanent

Holidays

27 days plus 8 bank holidays

Location

Allocated Pre-Loved shop, with travel or cover at other hospice retail locations as reasonably required

The Pre-Loved Shop Manager is accountable for the safe, effective, and commercial day to day operation of one St Vincent's Hospice shop. The postholder will achieve agreed income and profitability targets, make the best use of donated goods, provide an excellent customer and donor experience, and lead a capable, welcoming team of staff and volunteers. The shop's income supports specialist palliative and end of life care for patients and families across Renfrewshire and North Ayrshire.

Working with the Pre-Loved Department Manager, the postholder will monitor performance, take corrective action where needed, champion Gift Aid and sustainable retail, and build local relationships that increase quality donations and sales.

To apply, please email your CV and cover letter to **Kevin Duncan, Pre-Loved Department Manager, kevin.duncan@svh.co.uk** (Working hours Mon-Fri 9am-5pm) or complete our application form via **<https://stvincentshospice.org/vacancies>**

Key Responsibilities

Commercial performance and financial accountability

- Take ownership of the shop's agreed sales, income, Gift Aid and profitability targets and contribute to the annual shop budget and delivery plan.
- Review daily and weekly sales, average transaction value, footfall where recorded, Gift Aid participation, stock availability and other agreed KPIs; identify trends and take timely action when performance is below plan.
- Use sound commercial judgement in pricing, promotions, seasonal activity and product selection, balancing value for customers with income generation.
- Manage controllable costs, plan volunteer cover effectively.
- Provide accurate, timely performance updates to the Pre-Loved Department Manager, including opportunities, risks, action plans and progress against agreed actions.
- Propose and deliver approved initiatives such as fashion events, collaborations, themed promotions and pop ups, evaluating their results

Key Responsibilities

Donations, stock and visual merchandising

- Actively encourage the donation of good quality goods, promoting the Don't Dump – Donate message and explaining how donated stock supports hospice care.
- Ensure donations are received, sorted, assessed, priced, prepared and displayed promptly and in accordance with retail procedures, trading standards, and safety requirements.
- Use knowledge of fashion, brands, condition, and local demand to maximise the value of preloved stock and maintain a coherent, attractive retail offer.
- Monitor stock levels, quality, and rotation; maintain appealing windows and displays and remove or redirect unsuitable or slow-moving stock in line with policy.
- Identify suitable items for online trading and follow agreed processes for transferring and recording them.
- Maintain accurate records and controls for donated and new goods, including any stock counts and reporting required by the Department Manager.

Customer and donor experience

- Create a warm, inclusive, and accessible shop environment where customers and donors are treated with courtesy and respect.
- Set and role model high standards of customer service, shop presentation, cleanliness, and product knowledge.
- Respond promptly and professionally to customer feedback and complaints, resolving matters within authority and escalating concerns appropriately.
- Build repeat custom by listening to local customers and adapting the shop offer within the agreed retail approach.

Key Responsibilities

Volunteer leadership

- Organise rotas and cover to maintain safe shop operation and effective use of volunteer time; escalate persistent gaps or risks.
- Recruit, induct, support, and retain volunteers, match tasks to skills and ensuring appropriate supervision.
- Maintain a respectful and inclusive culture, address concerns promptly and ensure volunteers understand the shop's priorities and the hospice's purpose.
- Keep required training and volunteer records up to date and identify further development needs.

Gift Aid, cash and operational controls

- Promote Gift Aid on eligible donated goods and ensure donors receive accurate information and declarations are obtained and recorded correctly.
- Apply all agreed till, cash handling, banking, refund, discount, stock, security, and loss prevention procedures; review discrepancies and escalate them promptly.
- Keep accurate shop records, financial documentation, and returns, submitting them within agreed timescales and cooperating with Finance and the Department Manager.
- Use Cybertill or other approved systems accurately and monitor relevant exception reports and transactions as directed.

Key Responsibilities

Safety, compliance, and governance

- Maintain a safe shop for colleagues, volunteers, customers and donors, completing required health and safety, fire, property, and security checks.
- Comply with trading standards, data protection, safeguarding, incident reporting and all relevant hospice retail policies and procedures.
- Take prompt action on hazards, maintenance matters, incidents and complaints, documenting actions and escalating issues beyond the role's authority.
- Participate in shop standards reviews and audits, deliver agreed improvement actions and evidence their completion.
- Handle personal and sensitive information confidentially and use hospice systems in accordance with policy.

Community engagement and sustainability

- Build relationships with local businesses, groups, donors, and supporters to increase quality donations, customer visits, and awareness of the shop.
- Champion reuse, recycling and responsible consumption, helping colleagues, volunteers and customers understand the environmental value of preloved retail.
- Work constructively with other shops, Fundraising, Marketing, Volunteering, Finance and other hospice teams on relevant campaigns and opportunities.
- Represent St Vincent's Hospice positively in the community and undertake reasonable cover or other duties appropriate to the role.



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Person specification

Who we're looking for

Essential Criteria

- Proven experience in retail management or supervision with responsibility for day-to-day shop operations and sales targets.
- Evidence of improving sales, customer experience, stock presentation, or other retail performance measures.
- Experience leading, motivating, training, and supporting a team; ability to work effectively with volunteers.
- Strong understanding of stock quality, pricing, visual merchandising, and customer service, with an interest in fashion and preloved goods.
- Ability to read sales and other KPI information, identify priorities and take practical action to improve results.
- Good numeracy, administration, organisation, and time management, with accurate record keeping and attention to detail.
- Confidence using EPOS, email and standard digital systems, and ability to learn hospice systems.
- Understanding of safe shop operations, cash controls, and the need to follow policies and escalate concerns.
- Excellent communication and relationship building skills, including the ability to handle complaints professionally.
- A proactive, hands-on approach; commitment to sustainable retail and the values of St Vincent's Hospice.
- Full driving license and ability to travel between hospice retail locations.



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Person specification

Who we're looking for

Desirable Criteria

- Experience in charity retail and knowledge of Gift Aid processes.
- Experience recruiting, supervising, or developing volunteers.
- Experience using Cybertill or a comparable charity retail system.
- Knowledge of fashion trends, brands, styling, or upcycling.
- Experience of online selling platforms such as Vinted or eBay.
- Experience of community engagement, fundraising, themed events or local partnerships.
- Relevant retail, visual merchandising, or management qualification.

Working relationships and accountability

The postholder reports to the Pre-Loved Department Manager and works closely with volunteers, other pre-loved managers, Volunteering, Finance, Fundraising and Communications. Agreed targets, standards and development needs will be reviewed through regular one to one meetings and the hospice's performance processes.

General

The postholder is expected to act as an ambassador for St Vincent's Hospice, complete required training and comply with organisational policies. This job description outlines the main duties and may be reviewed in consultation with the postholder as service needs change. Other duties may be assigned where they are reasonable and appropriate to the role.



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Benefits

Working with us

At St Vincent's Hospice, you'll be joining a passionate and dedicated team committed to making a real difference in the lives of local families.

In return, we offer:

- Competitive salary.
- Generous annual leave entitlement plus public holidays.
- Pension scheme.
- Ongoing professional development.
- Employee wellbeing support.
- Free on-site parking.
- Blue Light Card eligibility.
- A supportive, values-led working environment.
- The opportunity to lead one of the hospice's most important income-generating services and make a direct contribution to the future sustainability of hospice care.