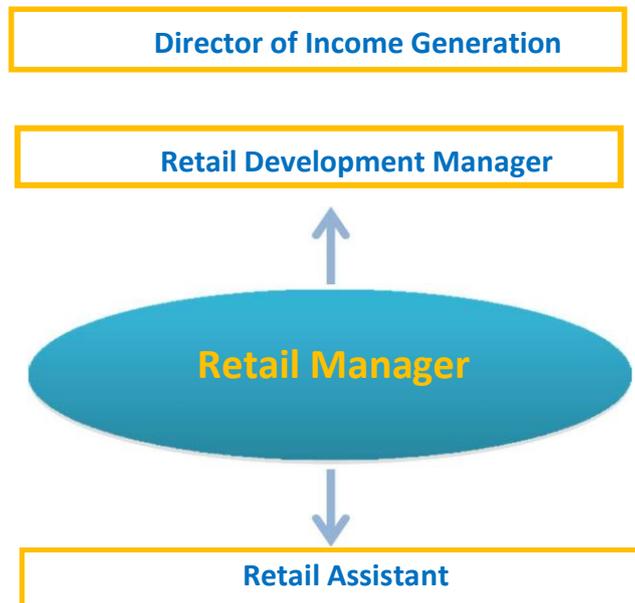


# HOSPICE OF THE GOOD SHEPHERD

Welcome to the Hospice of the Good Shepherd

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## Retail Manager



## Your Opportunity

You will contribute and commit to promoting a positive team-based attitude, striving for the highest standards of care and achieving excellence, through continued development and compassion. You will manage all aspects of the retail shop, having responsibility for maximizing sales and generating income. You will have supervisory responsibility for paid staff and volunteers at your store and will actively engage and train members of your team, creating an environment which allows them to maximise their ability.

The list below is to outline the main duties involved; however, this is subject to change and will vary within the given role.

We ask all employees to be flexible in their role, to always ensure we are delivering care of the highest standard, encompassing compassion, dignity, respect and integrity.



## Responsibilities

- Ensure the shop achieves its set sales targets and KPI's
- Follow the standard pricing structure appropriate for the relevant shop. Ensure the best price is achieved for each item
- Ensuring the highest standards of retail presentation at all times
- Responsible for promoting a positive and professional experience that will meet the customer's needs.
- Using information for each shop gathered from retail EPOS system ensure that all sales opportunities are maximised. Increase each shops bestselling departments and ensure shop is stocked to enhance its strengths.
- Analyse and increase Average Transaction Value (ATV), and Items Per Customer (IPC) by add on sales techniques, branding, price structure and displays.
- Maximise Gift Aid donors and ensure targets are met through monitoring the % of sign-up donors and bag drops to the shop. Ensure donors are asked about retail gift aid.
- Implement and participate in Hospice wide sales and promotions where appropriate
- Develop profitable performance by motivating staff and volunteers
- Ensure daily floor walk is carried out
- Ensure shop is displayed to the highest standards to include:
  - Window Display
  - Internal displays
  - Mannequins/Torso
  - Appropriate linear foot per department
  - Hanging standards
  - Housekeeping
  - Clean merchandise and products
  - Clean, tidy and organised office, sorting room/stock room and back of house
- Responsibility for the recruitment, management and development of volunteers in each shop as appropriate
- Ensure production of weekly volunteer's rota and ensure that weekly volunteer administration is carried out accurate and timely and forwarded to the Hospice.

### Responsibilities (continued)

- You will be responsible for recording sales information as required
- All feedback for sales/trade/volunteering to be completed as required
- Ensure appropriate money handling procedures are followed and all monies are stored in the safe. You will be responsible for the adherence to the Shop stock cash and security rules
- You will be responsible for securely opening and closing shop premises.
- As required support other areas of the Hospice business
- Ensure accurate and relevant information (Team Brief/Chief Execs Blog/SMT Update/Staff Focus Group) is cascaded to the shop team/volunteers as appropriate.
- Respond to requests for information in a timely and professional manner having regard for limits of authorisation and confidentiality.
- Attend meetings and training sessions, as required including attendance at Retail meetings when requested.
- You will also be required to implement and maintain up to date health and safety checks.
- Carry out a risk assessments for the premises in which you are based as required
- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Ensure that line management within the Hospice is notified of all official visitors such as police/fire officer/HMRC etc. prior to any visits or inspections taking place
- Assist other employees, visitors and volunteers in the normal course of duty to recognise safe practices and procedures where necessary.
- Adhere to Fire Safety Regulations
- Adhere to Manual Handling Policy and Procedure
- Adhere to Trading Standards Requirement

**Person Specification**

<b>Factors</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/Education</b>		<ul style="list-style-type: none"> <li>• NVQ or equivalent in Customer Service</li> <li>• Relevant Management qualification</li> </ul>
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Understanding of and ability to deliver a high standard customer service</li> <li>• Able to communicate effectively with team members and customers</li> <li>• Good presentation skills</li> <li>• Problem solving skills, and able to work with others to produce workable solutions</li> <li>• Good organisational skills</li> <li>• Leadership qualities</li> </ul>	<ul style="list-style-type: none"> <li>• Management skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Relevant Retail Experience</li> <li>• Experience of merchandising / presentation</li> <li>• Knowledge and experience of cash handling</li> <li>• Successful track record of increasing sales within a retail/customer service environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with and managing volunteers.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years Management /Supervisory Experience</li> <li>• Ability to record and keep accurate information</li> <li>• Excellent interpersonal and customer service skills</li> <li>• Good IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of charity sector working</li> </ul>
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Ability to communicate information effectively and accurately using appropriate communication tools</li> <li>• Highly motivated</li> <li>• Driver with own transport</li> </ul>	

