

**Queenscourt Hospice
Role Description**

Post:	Bank Manager & Social Media Creator
Reportable to:	Area Retail Manager
Accountable to:	Head of Income Generation & Communications

Role summary:

The post-holder will be responsible for the day-to-day management of the Charity shop as specified by the Area Retail Manager. They will work under the supervision of the Area Retail Manager and in collaboration with other Shop Managers. They will liaise with the Co-ordinator of Volunteers on matters relating to shop volunteers and with other members of the Income Generation Team when appropriate. The post-holder will produce creative content to promote a positive image of our shops and of Queenscourt. The Post-holder will need to be flexible and available to work across 7 days of the week. The post-holder will be required to work across all Queenscourt Charity Shops as and when required.

Main Duties and responsibilities

Retail

1. In the absence of the Shop Manager to oversee the running of either the eBay or Charity Shop and support the teams to fulfil their daily tasks.
2. To provide an environment that is welcoming and attractive to customers with a view to maximising sales and reaching agreed sales targets.
3. To advertise our products, writing blog posts about industry-related topics and promoting our content on our social media pages.
4. Produce creative content to develop and grow audience engagement.
5. To ensure that the handling and banking of cash is dealt with in accordance with laid down procedures.
6. To regularly review stock and rotate as appropriate, ensuring the maximum resale price for donated items.
7. In consultation with all shop Managers and the Area Retail Manager, be responsible for determining "sales" initiatives.
8. To create an environment with a high customer focus both within the shop, website, and our social media platforms.
9. To select and send suitable stock items for eBay.
10. To ensure the shop is competing effectively with local competitors.
11. To maximise Gift Aid donations and sales.
12. Ensure excellent communication between all of the Charity Shop Teams as well as the Area Retail Manager.
13. Brief the Area Retail Manager at regular agreed intervals on progress in your work.
14. Be aware of and aim to attend local events to promote the shops activities and volunteering opportunities.
15. Ensure cleaning of the shop is undertaken on a regular basis.

Staffing

16. To actively recruit new volunteers and manage their recruitment process from start to finish ensuring the volunteer recruitment procedure is adhered to. The Co-Ordinator of

- Volunteers; HR Manager or Area Retail Manager will carry out occasional audits to ensure the correct procedures are adhered to and appropriate documentation can be evidenced.
17. Liaise with the Co-Ordinator of Volunteers to ensure recruitment paperwork is sent to the Co-Ordinator of Volunteers as soon as the volunteer is satisfactorily cleared to commence volunteering and starts their first shift. In addition, the Charity Shop Manager must notify the Co-Ordinator of Volunteers when a volunteer leaves or has been inactive for 3 months.
 18. To ensure that volunteers are provided with appropriate induction training into the shop team.
 19. To train and retain appropriately skilled volunteers to work within the shops.

Policies and Procedures

20. Understand and comply with the policies and practices of Queenscourt including Health and Safety
21. Comply with the Data Protection Act 1998 and adhere to Queenscourt Confidentiality policy at all times.
22. Participate in an annual development and review process
23. Attend statutory training in accordance with Queenscourt requirements.
24. Ensure that the No Smoking Policy is adhered to in the Charity Shop by yourself, volunteers and customers.

Health and Safety

25. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.
26. Ensure that accidents are documented and reported in accordance with laid down procedures.
27. Ensure that volunteers are aware of their health and safety responsibilities.
28. Ensure that the fire procedure is understood by all volunteers.
29. Be conscious of security matters and ensure that the systems are in place to deal with potential breaches of security.

Other

30. Maintain absolute confidentiality in all areas of work
31. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
32. Any other duties commensurate with the grade and post.

NOTE:

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification - Bank Manager & Social Media Creator

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> Educated to a minimum of level 2, inclusive of literacy and numeracy or equivalent relevant experience 	<ul style="list-style-type: none"> Educated to level 3 or above Relevant retail or customer service qualification IT qualification such as ECDL or CLAIT 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> At least 12 months previous retail experience Previous experience of managing people and rotas Previous experience of using Electronic Point of Sale (EPOS) systems Previous experience of handling cash, cheques and card payments Previous experience of stock rotation and display 	<ul style="list-style-type: none"> Previous experience of fundraising or promotional work Previous experience of working with volunteers Previous experience of working within a charitable organisation Previous experience of Gift Aid Experience of promoting a service via social media Experience of producing accounts and presenting figures Experience of using Microsoft Word and Excel 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> Good IT skills and ability to use emails. Excellent interpersonal and customer service skills Excellent organisational and time management skills Excellent influencing and negotiating skills Good level of creative skill 	<ul style="list-style-type: none"> A demonstrable understanding of hospice philosophy A knowledge and understanding of PR, Marketing and Branding 	Application Form Interview References Test
<u>Personal Qualities</u>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers. Willingness to be hands on, ability to mix with all sections of the community.	Car driver / owner	References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is not subject to a disclosure and barring check		