

**Queenscourt Hospice Retail Ltd**  
**Role Description**

<b>Job Title:</b>	Charity Shop Manager
<b>Responsible for:</b>	Charity Shop Volunteers
<b>Reports to:</b>	Area Retail Manager
<b>Accountable to:</b>	Corporate Services Director

**Role summary:**

The post holder will be responsible for the day-to-day management 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 retail stock distributor, lottery and retail assistant and with members of the fundraising team when appropriate. The Charity Shop Manager will promote a positive image of the shop and of Queenscourt. A charity Shop Manager will need to be flexible and available to work across 7 days of the week. The post holder may be required to work across other Queenscourt Charity Shops as and when required.

**Main Duties and responsibilities**

**Retail**

1. To create an environment with a high customer focus which is welcoming and attractive to customers with a view to maximising sales and reaching agreed sales targets.
2. To ensure that the handling and banking of cash is dealt with in accordance with laid down procedures and being responsible for any till discrepancies that may occur.
3. To regularly review stock and rotate as appropriate ensuring the maximum resale price for donated items using online sales reports for additional support.
4. In consultation with all shop Managers and the Area Retail Manager, be responsible for determining "sales" initiatives suited to your customer base.
5. To create a safe working and shopping environment following health and safety procedures by maintaining all appropriate records provided by the Area Retail Manager.
6. In collaboration with the Lottery and Retail assistant ensure an appropriate supply and sale of bought in goods is displayed in the shops.
7. To identify and send suitable stock items for eBay on a weekly basis. Ensure all volunteers can support with the selection of appropriate goods.
8. To ensure the shop is competing effectively with local competitors. Create and provide content for the retail Instagram and Tik Tok page to effectively promote the shop.
9. To maximise Gift Aid donations and sales following all HMRC guidelines.
10. With the support of the retail area manager, working towards the shops budget and monitor any additional costs which may affect your profit and loss accounts.
11. To maximise selling opportunities by selling appropriate stock to other networks for example Shopiigo.

**Staffing**

12. 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.

13. 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.
14. To ensure that volunteers are provided with appropriate induction training into the shop team. Following guidelines from the volunteering team, ensure all training is completed annually for each volunteer.
15. To identify, train and retain appropriately skilled volunteers to work within the shops and support with shop procedures.
16. To complete weekly rotas as well as organise, manage, and monitor volunteers to meet the needs of both shops and to ensure an effective, efficient and reliable service.

### **Policies and Procedures**

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

### **Health and Safety**

22. 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.
23. Ensure that all risk assessments provided by the retail area manager are carried out in the shops. Support the retail area manager to keep all COSHH documentation up to date.
24. Ensure that incidents and accidents are documented and reported in accordance with laid down procedures.
25. Ensure that volunteers are aware of their own health and safety responsibilities.
26. Ensure that the fire safety and evacuation procedure is understood by all volunteers.
27. Be conscious of security matters and ensure that the systems are in place to deal with potential breaches of security.

### **General Duties**

28. Ensure excellent communication between other shops and Shop Managers, including the Area Retail Manager.
29. Key Holder responsibilities ensuring the building is suitably secured.
30. Brief the Area Retail manager at regular agreed intervals (and immediately where necessary) on progress in your shop.
31. Be aware of and aim to attend or participate in local events to promote the shops activities and volunteering opportunities.
32. Ensure cleaning of the shop is undertaken on a regular basis executing exceptional standards.

### **Note:**

**This document does not attempt to describe all the tasks to be performed, but indicates the degree of authority, responsibility and discretion required. It will be open to periodic review and as a result, alterations and additions may be made.**

## Person Specification – Charity Shop Manager

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> <li>Educated to a minimum of level 2, inclusive of literacy and numeracy or equivalent relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>Educated to level 3 or above.</li> <li>Relevant retail or customer service qualification</li> <li>Health and Safety qualification</li> </ul>	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> <li>At least 12 months previous retail experience in a supervisor or manager position</li> <li>Previous experience of leading a team and working towards provided sales targets and budgets.</li> <li>Previous experience of using Electronic Point of Sale (EPOS) systems</li> <li>Previous experience of cash handling including till management</li> <li>Previous experience of stock rotation and displaying configuration and goods delivering exceptional standards</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of promotional work</li> <li>Previous experience of working with volunteers</li> <li>Previous experience of working within a charitable organisation</li> <li>Previous experience of Gift Aid</li> <li>Experience of promoting a service via social media</li> <li>Experience of producing accounts and presenting figures</li> <li>Experience of using Microsoft Word and Excel</li> </ul>	Application Form Interview References
<u>Skills &amp; knowledge</u>	<ul style="list-style-type: none"> <li>Good IT skills and ability to use emails and social media.</li> <li>Excellent interpersonal and customer service skills</li> <li>Excellent organisational and time management skills</li> <li>Excellent influencing and negotiating skills.</li> <li>Good level of creative skill</li> </ul>	<ul style="list-style-type: none"> <li>A demonstrable understanding of hospice philosophy</li> <li>A knowledge and understanding of PR, Marketing and Branding</li> </ul>	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. To be relatively fit and the 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		

