

**Queenscourt Hospice Retail Ltd  
Role Description**

<b>Job Title:</b>	Bank 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, Deputy 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 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 will be required to work across all Queenscourt Charity Shops as and when required.

**Main Duties and responsibilities**

**Retail**

1. To provide an environment that 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.
3. To regularly review stock and rotate as appropriate ensuring the maximum resale price for donated items.
4. In consultation with all shop Managers and the Area Retail Manager, be responsible for determining "sales" initiatives.
5. To create an environment with a high customer focus both within the shop, website, and our social media platforms.
6. In collaboration with the Area Retail Manager ensure an appropriate supply and sale of bought in goods.
7. Maintain all appropriate records and process shop accounts in accordance with the laid down procedures.
8. To select and send suitable stock items for eBay.
9. To ensure the shop is competing effectively with local competitors.

10. To maximise Gift Aid donations and sales.
11. To advertise our products, writing blog posts about industry-related topics and promoting our content on our social media pages.

### **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.
15. To train and retain appropriately skilled volunteers to work within the shops.
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 adhere to Queenscourt Confidentiality policy at all times.
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. In liaison with the Head of Income Generation and Area Retail Manager ensure that an annual risk assessment is carried out in the shops.
24. Ensure that accidents are documented and reported in accordance with laid down procedures.
25. Ensure that volunteers are aware of their health and safety responsibilities.
26. Ensure that the fire 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. Brief the Area Retail manager at regular agreed intervals (and immediately where necessary) on progress in your shop.
30. Be aware of and aim to attend local events to promote the shops activities and volunteering opportunities.
31. Ensure cleaning of the shop is undertaken on a regular basis.

**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>IT qualification such as ECDL or CLAIT</li> </ul>	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> <li>At least 12 months previous retail experience</li> <li>Previous experience of managing people and rotas</li> <li>Previous experience of using Electronic Point of Sale (EPOS) systems</li> <li>Previous experience of handling cash, cheques and card payments</li> <li>Previous experience of stock rotation and display</li> <li>Previous use of various social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of fundraising or 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> <li>Experience of promoting a service via social media</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.</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. 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		