

Queenscourt Hospice Retail Ltd Role Description	
Job Title:	Charity Shop Manager
Responsible for:	Charity Shop Assistant Volunteers
Reports to:	Area Retail Manager
Accountable to:	Head of Income Generation and Communications
Grade:	Retail Band B

Role summary:

The Charity Shop Manager will oversee the daily operations of the shop under the direction of the Deputy Area Retail Manager and Area Retail Manager and collaborate closely with fellow Charity Shop Managers. Responsibilities include liaising with the Retail Stock Distributor, Retail Assistants, and members of the Volunteering team as appropriate.

The role involves supporting online sales initiatives, managing Gift Aid processes, and working toward achieving sales targets and meeting budgets. The Charity Shop Manager will uphold Queenscourt's reputation by presenting a welcoming and professional standard to the shop, ensuring full compliance with health and safety standards.

Main duties and responsibilities:

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 according to 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 sales reports for additional support.
4. In consultation with all shop Managers, Deputy Area Retail Manager and the Area Retail Manager, be responsible for determining sales initiatives suited to the 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 Retail Assistant ensure that an appropriate supply and sale of bought-in new goods are displayed in the shops.
7. To identify and send suitable stock items for eBay, Depop and any other eCommerce platforms on a weekly basis. Ensure all volunteers can support with the selection of appropriate goods at store levels.
8. To drive customer focus, create and provide content for the Retail social media pages to effectively promote the shop and its volunteers.
9. To maximise Gift Aid donations and sales following all HMRC guidelines.
10. With the support of the Area Retail Manager and Deputy Area Retail Manager, work towards the shop's budget and monitor any additional costs which may affect your profit and loss accounts.

11. To maximise selling opportunities by selling appropriate stock via other networks, e.g. book selling platforms, pop-up shops.
12. Adhere to a “one line one team” bottom line approach.
13. Candidates must demonstrate flexibility, as the role requires availability across all seven days of the week. Additionally, the post holder may occasionally be required to support operations in other Queenscourt Charity Shops or pop-up outlets as needed.

Staffing

14. To actively recruit new volunteers and manage their recruitment process from start to finish ensuring the volunteer recruitment procedure is adhered to. The Area Retail Manager will carry out occasional audits to ensure the correct procedures are adhered to and appropriate documentation can be evidenced.
15. Liaise with the Volunteering team to ensure recruitment paperwork is sent as soon as the volunteer is satisfactorily cleared to commence. In addition, the Charity Shop Manager must notify the Volunteering team when a volunteer leaves or has been inactive for 3 months.
16. 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.
17. To identify, train and retain appropriately skilled volunteers to work within the shops and support with shop procedures.
18. To complete weekly rotas as well as organise, manage, and monitor volunteers to meet the needs of the shop and to ensure an effective, efficient and reliable service.

Policies and Procedures

19. Understand and comply with the policies and practices of Queenscourt Hospice.
20. Comply with the Data Protection Act 1998 and always adhere to Queenscourt Confidentiality policy.
21. Participate in an annual development and review process.
22. Attend statutory and mandatory training in accordance with Queenscourt requirements.
23. Ensure that the No Smoking Policy is adhered to in the Charity Shop by all.

Health and Safety

24. 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 Queenscourt’s Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.
25. Ensure that all Risk Assessments provided by the Area Retail Manager are carried out in the shops. Support the Area Retail Manager to keep all COSHH documentation up to date.
26. Ensure that incidents and accidents are documented and reported in accordance with laid down procedures and the Health and Safety Policy.
27. Ensure that the volunteers are aware of their own health and safety responsibilities.
28. Ensure that the fire safety and evacuation 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.

General duties

30. Ensure excellent communication between other shops and Shop Managers, including the Deputy Area Retail Manager and the Area Retail Manager.
31. To undertake key holder responsibilities ensuring the building is suitably secured.
32. Brief the Area Retail Manager at regular agreed intervals (and immediately where necessary) on progress in your shop.
33. Be aware of and aim to attend or participate in local events or pop-up shops to promote the shops activities and volunteering opportunities.
34. Ensure cleaning of the shop is undertaken on a regular basis executing exceptional standards.
35. Able to assist volunteers and handle heavy stock or donations as needed.
36. Required to wear closed toe shoes.

Other

37. Maintain absolute confidentiality in all areas of work.
38. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and Queenscourt.
39. Make a positive contribution to the organisation and champion the values and mission of Queenscourt Hospice through all aspects of your work.
40. Any other duties commensurate with the grade and post.

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
Qualifications	Educated to a minimum of level 2, inclusive of literacy and numeracy or equivalent relevant experience	- Relevant retail or customer service qualification - Health and Safety qualification	Application Form Certificates
Experience	- At least 12 months previous retail experience in a supervisor or manager position - Previous experience of leading a team and working towards agreed sales targets and budgets. - Previous experience of using Electronic Point of Sale (EPOS) systems - Previous experience of cash handling including till management - Previous experience of stock rotation and displaying configuration and goods to an exceptional standard	- Previous experience of 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 Excel	Application Form Interview References
Skills & knowledge	- Good IT skills and ability to use emails, social media, Microsoft Teams and WhatsApp, and Microsoft Word. - Excellent interpersonal and customer service skills - Excellent organisational and time management skills - Excellent influencing and negotiating skills. - Good level of creative skill - Able to assist volunteers and handle heavy stock or donations as needed.	- A demonstrable understanding of hospice philosophy - A knowledge and understanding of PR, Marketing and Branding	Application Form Interview References Test
Personal Qualities	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.	Car driver / owner	References Interview
Disclosure and Barring Service (DBS)	This post is not subject to a disclosure and barring check		