JOB DESCRIPTION

Shop Manager

DATE: February 2025

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TOTAL NUMBER OF PAGES: 8

HAVENS HOSPICES

CONTROLS ASSURANCE STATEMENT

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is identified and lines of accountability made clear.

POST TITLE: Shop Manager

ACCOUNTABLE TO: Head of Trading

RESPONSIBLE TO: Area Manager

LOCATION: Across Sites

Our Vision

'Making every day count'

Our Mission

"To offer the best possible palliative and supportive care, free from fear and barriers, where the patient and those important to them are always put first".

Our Values

Care and Compassion, Commitment, Community, Courage, Integrity

MAIN PURPOSE OF JOB - SUMMARY

You will be responsible for the managing of the volunteers and will be accountable for the day-to-day store operations, ensuring a safe and secure environment is always maintained.

KEY DUTIES AND RESPONSIBILITIES

MAIN DUTIES

1. To effectively manage the day to day running of the shop staff and volunteers
2. To manage stock, optimise profit and maximize sales, retaining oversight for all transactions taken.
3. To be aware of, and help the store to hit all sales targets, providing effective leadership to encourage the team to maximise potential.
4. To take responsibility for managing your shop and brief the Area Manager at regular agreed intervals on progress.
5. To maintain an awareness of developments in local shops, especially in the Charity sector, updating the Area Manager as required.
6. To maintain an awareness of the work of Havens Hospices and relevant local or national issues through press, media, and local views.
7. To actively promote Gift Aid, sign up donors and achieve performance targets.
8. To decide, without reference, but with procedural guidelines, what prices to charge for individual items to maximise both turnover and income.
9. Hold shop keys, opening and closing the premises for trading hours, ensuring that the hours are strictly adhered to, and responding to emergency call out if, and when necessary.
10. Ensuring the shop is kept clean and tidy and goods are displayed in an attractive and presentable manner.
11. Ensure that all statutory responsibilities are met, including Fire and Health & Safety regulations.
12. To inform Area Manager of necessary repairs and maintenance, agree action plan and costs, organise for work to take place using authorised contractors.
13. To supervise and maximise the efficiency of the collection system.
14. Accept, sort, price, and display goods for sale to maximise income within agreed guidelines, ensure that all goods sold comply with safety and other legislative requirements.
15. Identify and arrange for a valuation of goods that might be valuable ensuring Area managers awareness.
16. To lead and develop the staff and volunteers in your shop, encouraging effective communication, and helping to foster a positive team spirit.
17. To ensure that the shop is adequately always staffed, including days off, lunch breaks, and holidays to maintain levels of service.
18. Train, support and coordinate the work of the staff and volunteers in accordance with Havens Hospices policies and procedures.
19. To ensure that staff and volunteers are adequately trained to enable them to fulfil their duties effectively.
20. To apply Trading Standards Regulations in the shop and ensure staff awareness.
21. To apply cash & control procedures, and control and requisition shop supplies, using agreed banking procedures.

GENERAL

1. The post holder must acquire and maintain an up to date working knowledge of all Charity Strategies, Policies & Procedures.
2. The post holder will ensure Health & Safety regulations are adhered to.
3. The post holder will assist in ensuring the economical use and ordering of materials and equipment, maintaining an awareness of the need for good housekeeping, and helping to ensure expenditure is within budgetary limits.

4. The post holder will maintain strict confidentiality within the Hospice and ensure that all staff and volunteers under their management adhere to the Charity's confidentiality guidelines.
5. The post holder will undertake any other duties which are consistent and relevant to the post.
6. This job description is not an exhaustive list of duties and responsibilities. The post holder will be expected to undertake other duties temporarily or on a continued basis, as may be reasonably required, commensurate with the grade associated with this post.
7. You must be sympathetic to and able to project the philosophy and concept of the Charity.
8. You will potentially have access to confidential data on staff and/or patients and/or services within the Hospice. Failure to maintain confidentiality and comply with the Data Protection Act 2018 and UK GDPR principles may lead to disciplinary action which could ultimately lead to dismissal.
9. You will be expected to produce work to a high standard and to always promote quality in all areas.
10. The managerial and clinical philosophy of the Charity is based on a multidisciplinary approach. Staff regardless of grade or discipline are required to participate in this concept.
11. You will be expected to keep yourself updated on all matters relating to Charity policies. You are responsible for familiarising yourself with matters relating to Health & Safety management as they affect you personally, your department and/or the Charity.
12. You will be expected to participate in regular 121/supervision meetings, and annual appraisals, for yourself and/or the staff you manage.
13. The post holder will be expected to abide by all legal requirements required for this post, including adhering to any relevant Codes of Conduct and principals, and being registered with any governing body required to legally practice.

SMOKING POLICY

Havens Hospices is committed to a policy which actively discourages smoking and adheres to current legislation while allowing for patient choice. Please refer to the Charity's Smoking Policy.

EQUAL OPPORTUNITIES

Havens Hospices operates an Equality, Diversity and Inclusion Policy and expects staff to have a commitment to these in relation to employment and service delivery. Staff are expected to take personal responsibility for these principals and requirements.

Havens Hospices promotes diversity through achieving genuine equality of opportunity. The organisation aims to recognise and value differences between individuals, such as age, disability, sex/ gender, race, religion or belief, marital status or civil partnership, gender reassignment, pregnancy / maternity and sexual orientation. Only by embracing people with different backgrounds can we fulfil our Vision and Mission.

Havens Hospices is committed to defining each person's responsibilities in support of this policy, ensuring that our policies and procedures are fair and equitable; raising awareness of the needs of traditionally disadvantaged groups; and eliminating discrimination, bullying and harassment within the Charity by making unlawful discrimination a disciplinary offence. This policy applies to recruitment, selection, and vacancy advertising.

SAFEGUARDING STATEMENT

Havens Hospices is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Charity recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with all Charity policies and guidelines relating to Safeguarding.

CHANGES TO THIS JOB DESCRIPTION

You have the responsibility to discuss any job changes with your Line Manager at the time the change occurs and agree any permanent substantial change.

DATE COMMENCED IN POST: _____

SIGNATURE: (Employee) _____ **DATE:** _____

SIGNATURE: (Line Manager) _____ **DATE:** _____

HAVENS HOSPICES
PERSON SPECIFICATION
Shop Manager

REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications	• GCSE or equivalent qualifications in Maths and English	
General Experience	• Demonstrable experience working as a manager, or comparable work experience. • Demonstrable experience in people development and management, including performance. • Intermediate knowledge of MS Office applications (Outlook, Word, Excel, PowerPoint, Teams) and proficiency in IT skills. • Knowledge of EPOS Software • Front of House experience	
Job Related Skills	• An understanding of confidentiality and data protection issues • Excellent written and verbal communication skills • Ability to use Microsoft Office (including Word, Excel, PowerPoint, Outlook, Teams), databases, other relevant software and systems, and the internet to an intermediate level • Ability to update and maintain records, databases, and other systems accurately and efficiently.	
Personal Skills	• Ability to prioritise and plan own workload to meet deadlines. • Ability to be proactive, use initiative, and resolve problems to ensure service delivery. • Ability to build and maintain good working relationships with stakeholders and manage expectations around what can be delivered within clear professional boundaries. • Meticulous in terms of attention to detail, able to deliver with speed whilst working within tight timescales and under pressure. • Ability to manage competing demands whilst maintaining resilience and a	• Driven by charitable mission

	positive outlook in challenging circumstances to deliver calm, measured, and professional service.	
Other Requirements	• Willing to undertake courses appropriate to personal development within role. • Willing to commit to industry professional standards, codes of practice and legislation. • Empathy with the Charity's mission, vision, and values. • Committed to safeguarding and promoting the welfare of children, young people, and adults at risk. • Committed to equal opportunities and inclusion. • Understanding and commitment to safeguarding principals & requirements. • Full driving licence and access to own vehicle.	