



St Peter's Hospice

Job Description

Title	Shop Manager
Reporting to	Area Manager
General	<p>St Peter`s Hospice shops trade in second hand goods donated by the public, and are the most visible and enduring face of St Peter`s to the general public.</p> <p>Through the income they generate, our shops make a significant contribution to the amount of care that can be provided for the people in the greater Bristol area.</p>
Principal Function	<p>The Shop Manager is responsible for managing all aspects of running the shop to achieve as much income as possible and ensure compliance with Hospice policy and performance standards. They also have an important part to play in representing the Hospice to customers and donors in particular and in taking opportunities to promote the awareness of the Hospice cause and philosophy.</p>
Detailed Duties	
Sales and Profit	<ul style="list-style-type: none">• To achieve profit targets by reducing costs and maximising sales• To respond appropriately to all sales analysis reports and act accordingly• Actively support any promotions initiated by Head Office or the Area Manager• Implement all instructions from Head Office
Shop Standards	<ul style="list-style-type: none">• To deliver a high standard of presentation throughout, windows and shop floor• To liaise with the Area Manager and implement any changes as required to ensure optimum sales• To maintain a high standard of house keeping throughout the premises• To protect the reputation of the Hospice by delivering excellent customer service at all times
Stock Management	<ul style="list-style-type: none">• Actively generate and encourage all stock donations from the public• Ensure that an efficient process is in place in the stockroom to optimise sales opportunities on the shop

	<p>floor</p> <ul style="list-style-type: none"> • To optimise the sales value of all individual items • To minimise stock loss
Team Leadership	<ul style="list-style-type: none"> • To create and maintain a positive working environment for staff and volunteers ensuring that people are treated with respect and valued for their contribution • To ensure that everyone has appropriate training and is encouraged to develop their knowledge and skills • To give encouragement and feedback to people on their performance both informally and through the formal appraisal process
Working Relationships	<ul style="list-style-type: none"> • To assume full responsibility for maintaining adequate shop cover at all times and to provide emergency cover for other shops when required • Build and develop positive internal and external relationships to ensure maximum income • Ensure that all instructions and information from Head Office and line management are communicated to staff and actioned on a regular basis using the appropriate communication tools
Health & Safety & Security	<ul style="list-style-type: none"> • To provide a safe environment that protects all staff, volunteers & the public • To assume full responsibility for health, safety and security matters in respect of premises, staff and stock: to apply hospice policies and report problems/incidents to the Area Manager and Head Office • Ensure manual handling guidelines are followed • To ensure all security procedures and processes are followed, to be a named key holder and assume full key holder responsibilities • To ensure all electrical and equipment within the shop is well maintained and safe to use
Admin & IT	<ul style="list-style-type: none"> • Ensure that all end of day and banking procedures are carried out to Head Office instructions • Submit attendance sheets, rotas and other paperwork to deadlines • To follow Gift Aid procedures to apply with HMRC requirements • Respond appropriately to all forms of communication from Head Office i.e. emails/ memos

	<ul style="list-style-type: none"> To ensure a satisfactory level of compliance on both the financial and Health and Safety audits
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	Supplementary Information
Health and Safety	<p>Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee</p> <ul style="list-style-type: none"> i) To take reasonable care of themselves and others at work ii) To co-operate with the hospice as far as s necessary to enable them to carry out their legal duty iii) Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.
Employment of Ex-Offenders	<p>The hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records. We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the hospice.</p>
Scope of Job Description	<p>This job description reflects the immediate requirements and objective of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the job-holder.</p>

Person Specification

Essential

- Commercially Aware
- Effective verbal and written communication skills
- Strong numeracy skills
- Basic IT skills
- Interest in Fashion

Desirable

- Cash Handling
- Retail Experience
- Management Experience