

## **JOB DESCRIPTION**

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| <b>Job Title:</b>      | <b>Shop Support Manager Manager - Shops and The Depot</b> |
| <b>Base:</b>           | <b>Garden House Hospice Trading</b>                       |
| <b>Accountable to:</b> | <b>Director of Income Generation</b>                      |
| <b>Responsible to:</b> | <b>Retail Field Manager</b>                               |
| <b>Responsible for</b> | <b>Assistant Shop Managers x 2</b>                        |
| <b>Hours</b>           | <b>37.5 hours per week</b>                                |

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### **Working relationships:**

#### **Internal**

Director of Income Generations  
Head of Trading  
Area Retail Manager  
Trading Support Manager  
Trading Staff and volunteers  
Service users, patients, families and carers

#### **External**

Suppliers  
Customers  
Local Businesses

### **Overall Aim**

To work alongside the Garden House Hospice Trading Leadership team and Shop Teams, to help deliver the maximum revenue potential and to ensure that it reflects the image and reputation of Garden House Hospice Care, providing cover to Shop's during leave, sickness and staff shortages.

- To support with the running of The Depot Shop, acting as Shop Manager, leading the team and supporting volunteers.
- To act as a roving Shop Manager covering and managing across the whole portfolio of shops in the absence of a Shop Manager and Assistant Manager
- To support with visual merchandising and shop improvements plans
- To support with banking of monies

### **Main Responsibilities**

#### **Management**

The post holder shall: -

- To provide cover and assistants for the shop managers in any of the hospice shops during periods of annual leave, sickness or other times of absence. Working with the Area Retail Manager to ensure shop closures are kept to a minimum, working across the whole estate, often a short notice.
- Work as the Manager of The Depot shop, managing, leading and supporting the Assistant Managers, carrying out 121s, appraisals and supporting with development
- Assist with the management of the volunteers working within the shops and the distribution centre including day to day activities and programme of work
- Liaise with the shop managers to ensure effective communication between the shop team and cover team where applicable
- In conjunction with the Voluntary Services Manager/Volunteer Coordinator recruit, train and induct new volunteers.
- To support with shop set up, visual merchandising, window displays and other point of sale activities to ensure our Shops are as welcoming, visual and current.
- Supporting shop managers and their teams with training and development.
- To ensure that all donated goods are sorted, prepared and distributed to the charity shops in accordance with the required standard
- To ensure an exceptionally high level of customer care is promoted and maintained when dealing with telephone call and receiving visitors. Develop and maintain positive relationships with donors and suppliers
- To ensure that all cash handling and security procedures are followed, and relevant documentation is complete
- To assist in developing a working environment where all members of the team work closely to achieve targets
- A degree of flexibility will be required, as some unplanned absences are required often at short notice
- This post will require weekend working at times so will be any 5 days out of 7
- Act as a key holder for all trading premises to allow for cover and shop opening and closing.

### **Customer Service**

The postholder shall support the Shop Managers to: -

- Ensure that customer service is delivered in a professional manner, in keeping with the philosophy and public image of Garden House Hospice Care
- Gift Aid processes are adopted in all Garden House Hospice Trading locations to maximise this income stream
- Ensure that the shops provide a consistent service in accordance with Garden House Hospice Trading Customer Charter, as well as a welcoming environment for volunteers, customers and donors

### **Income Generation**

The postholder shall: -

- Ensure that the stock within the shops and windows is attractively displayed and changed if appropriate to encourage sales, as delegated by the Shop Manager
- Ensure that the stock within the shop is rotated and priced consistent with the standard processes of Garden House Hospice Trading.
- Support with big re-stock events, jumble sales and any other outside events liaising with Trading Administrator and Van/Warehouse Assistants
- Ensure safe handling and recording of takings and adherence to banking procedures

### **Health and Safety**

- Ensure familiarity with procedures for dealing with incidents such as accidents or fire
- Attend fire lectures annually and take part in maintaining fire safety within the building
- Attend moving and handling training bi-annually and infection control training annually
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public
- Ensure risk assessments are completed efficiently for all activities related to this role

## **Education**

- Participate in induction programmes for new members of the team
- Ensure that standard setting and audit is undertaken and regularly reviewed

## **Additional responsibilities**

- There is a requirement to comply with all the Hospice policies, procedures and guidelines, including those relating to Health & Safety, confidentiality and the Data Protection Act, as required by Information Governance
- Each member of the hospice team has a responsibility to contribute to the clinical governance programme
- Each team member to take appropriate action to maintain the highest level of infection prevention and control

## **Purpose and core values**

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews

## **Additional information**

- The post holder is expected to work weekends and evenings as required and will receive TOIL (Time off in Lieu) in return, as long as additional working hours are pre-agreed with the Area Retail Manager
- This job description sets out the key tasks and responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met

**"team" refers to all members of staff including volunteers**

### **General duties**

- To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment
- To comply at all times with the Hospice Information security policy. Also to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department
- The Hospice operates a no-smoking policy
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder
- All appointments are subject to pre-employment health screening
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practices, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

**Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**