

Job Description

Job Title:	Assistant Shop Manager
Responsible to:	Retail Field Manager
Hours:	37.5 hours per week including weekends
Working relationships:	Shop teams, Volunteers, Distribution Centre and Logistics staff, Voluntary Services Manager, Fundraising team

Overall Aim

To support the management and running of the Garden House Hospice Shop to ensure maximum revenue potential.

1. Management

The post holder shall:

- 1.1 In the absence of the Manager be responsible for the daily running and management of the shop.
- 1.2 Manage the process for donated goods, including Gift Aid.
- 1.3 Manage and support the volunteers working within the shop.
- 1.4 Liaise with the Shop Manager and other team members to ensure effective communication between the shop team.
- 1.5 Build relationship with local organisations and community groups to raise awareness of the shop and the services we provide.
- 1.6 To ensure an exceptionally high level of customer care is promoted and maintained when dealing with telephone calls and receiving visitors. Develop and maintain positive relationships with customers and donors.
- 1.7 To ensure all cash handling and security procedures are followed, and relevant documentation is complete.
- 1.8 To assist in developing a working environment where all members of the team work closely to achieve targets.

- 1.9 in conjunction with the Voluntary Services Manager/Volunteer Coordinator recruit, train and induct new volunteers.
- 1.10 Work in other hospice shop locations or within the distribution centre, to provide additional support as required.
- 2. Customer Service**
The postholder shall support the Shop Manager to:
 - 2.1 ensure that customer service is delivered in a professional manner, in keeping with the philosophy and public image of Garden House Hospice Care.
 - 2.2 ensure that the shop provides a welcoming environment for its customers and donors.
- 3. Income Generation**
The postholder shall:
 - 3.1 ensure that the stock within the shop and window is attractively displayed and regularly changed to promote sales
 - 3.2 manage the Gift Aid process to increase revenue from donated items eligible for Gift Aid.
 - 3.3 ensure that the stock within the shop is rotated and priced consistent with standards set by Garden House Hospice Trading.
 - 3.4 liaise with the fundraising office - promoting events, seasonal collection boxes and fundraising/lottery initiatives, as delegated by the Shop Manager.
 - 3.5 ensure safe handling and recording of takings and adherence to banking procedures.
- 4. Health and Safety**
The post holder shall support the Shop Manager
 - 4.1 ensure that the shop provides a safe and secure environment for all who work, visit and shop there.
 - 4.2 ensure that all incidents/accidents are reported and documented.
 - 4.3 attend all mandatory training, including moving and handling techniques and ensure that they follow safe procedures.

- 4.4 Ensure in conjunction with the Shop Manager that all volunteers are supervised for manual handling and fire procedure, that they are adhered to and safety is maintained in all locations.
- 4.5 Support with the delivery and recording of volunteer training with regards to health and safety within the shops.
- 4.6 attend fire lectures annually and ensure that the shop staff are aware of and comply with Fire Safety Regulations.
- 4.4 be aware of responsibilities in the event of fire.
- 4.5 Take part in regular fire drills and monitoring safety within the shop location
- 4.6 ensure all shop staff attend manual handling sessions and are conversant with safe moving and handling techniques.
- 5. Additional Information**
- 5.1 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.
- 5.2 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.
- 5.3 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.
- 5.4 This job description will be reviewed with the post holder annually as part of the appraisal process. Any proposed amendments will be with the agreement of the appropriate member of the Hospice Senior Leadership Team.

6. Personal development

The post holder shall:

- 6.1 Undertake further training development relevant to the post.
- 6.2 Undergo annual appraisal.

7. 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.

8. Data Security & Protection

- 8.1 All Hospice staff are required to comply with legislation pertaining to Data Security and Protection which incorporates Information Governance and General Data Protection Regulations. Staff are expected to familiarise themselves with the content of the Data Security and Protection policy and comply with these requirements. Any breach of this policy must be raised to the Data Protection and Security responsible officer following the correct reporting procedure outlined in the policy.

"team" refers to all members of staff including volunteers