



## **St Richard's Hospice**

### **Job Description**

**Job Title:** Assistant Shop Manager Weekends  
**Reporting to:** Shop Manager  
**Accountable to:** Associate Director of Retail Operations

### **Our Values:**

#### **Caring**

Caring is at the heart of everything we do.  
We are inclusive and treat everyone as an individual who we respect and value.  
We take time to listen and respond to the needs of each person.

#### **Compassionate**

We work with empathy, sensitivity and understanding.  
We are considerate, kind and fair.  
We support and empower individual choice.

#### **Committed**

We are dedicated, reliable and hard working.  
We continuously strive to deliver high-quality services.  
We support each other and work together for the benefit of our patients and loved ones.

#### **Professional**

We aspire to be the best in everything we do.  
We are innovative and develop our skills through continuous learning and evaluation.  
We take responsibility for our actions and are accountable.

### **Job summary:**

To work flexibly to assist in the efficient running of St Richard's Hospice Shops. To assist the Shop Manager to achieve optimised sales and be responsible for the day to day running of the stores in the absence of the Manager. To provide high levels of customer service at all times. To assist in the recruitment and management of volunteers, stock levels, sorting and pricing, administration and stock movement.



## **Main Duties & Responsibilities:**

- 1.1 To provide excellent customer service promoting the shop to the local community and beyond.
- 1.2 To ensure that all basic shop procedures are adhered to.
- 1.3 To ensure that goods are presented in a way that maintains the high standard and quality customers have come to expect from St. Richard's Hospice shops.
- 1.4 To ensure that all areas of the shop premises are clean, tidy and well organised at all times.
- 1.5 To be aware that certain donated goods may be of considerable value, and to secure these goods until they have been professionally valued.
- 1.6 To ensure that donated goods are correctly priced with reference to the Pricing Guide.
- 1.7 To be flexible with hours of work to cover for days off and holidays of other paid staff.
- 1.8 To ensure consistency in the recruitment, management and training of volunteers to facilitate smooth running of the shop.
- 1.9 To inform the Line Manager of any problems relating to the welfare of our volunteers, and to be aware of the value of volunteers, who give their time willingly for the benefit of the Hospice.
- 1.10 To ensure that all returns and paperwork are submitted to Head Office accurately and in appropriate timescales.
- 1.11 To attend any meetings, training or conference that has relevance to the role as directed by management.
- 1.12 To undertake any other reasonable duties as and when required.
- 1.13 To undertake annual IPR with Line Manager as appropriate, and respond to the agreed development plan in personal development.



- 1.14 To promote the work of St Richard's Hospice at all possible times
- 1.15 To deputise for the shop manager in their absence.
- 1.16 To assist on furniture collection vehicle.

## 2. **General**

- 2.1 To attend mandatory in-house updates on fire and safety, moving and handling etc.
- 2.2 To be aware of the responsibilities placed on employees under the Health and Safety at Work Act, to maintain a safe environment for employees and visitors.
- 2.3 To bring concerns to the attention of the Multi-Site Manager.
- 2.4 All staff are required to abide by St Richard's Hospice policies and procedures, including confidentiality, equal opportunities and data protection
- 2.5 Out of hours attendance at car boots, clothing fairs and flea market stalls might be required occasionally to help with warehouse income generation, for which either time off in lieu or an attendance payment will be agreed with immediate line manager.

This job description is not exhaustive and duties may be reviewed from time to time and revised and updated in consultation with the postholder.



## PERSON SPECIFICATION

**Job title:** Assistant Shop Manager

**Responsible to:** Shop Manager

**Accountable to:** Associate Director of Retail Operations

	<b>Essential</b>	<b>Desirable</b>
Education, Qualifications and Training	Good standard of general education including numeracy, literacy and IT skills.	
Experience	Significant proven experience in the retail sector.  Experience of cash reconciliation and financial controls  Has worked within a team and has experience of managing people.	Charity retail experience.  Experience of working with and managing volunteers  Experience of merchandising, layout and displays  Experience of recruiting volunteers.
Knowledge	Knowledge of till systems/operations  Knowledge of retail processes and merchandising Working knowledge of Bric-a-Brac, second hand goods  Awareness of brands	
Skills and Abilities	Excellent customer service skills	Driving licence



	<p>IT skills including Microsoft packages</p> <p>Organisational and prioritising skills</p> <p>Good leadership skills</p> <p>Strong interpersonal skills</p> <p>Able to lift and move heavy furniture</p>	
<p>Personal Qualities and Aptitudes</p>	<p>Enthusiastic</p> <p>Friendly</p> <p>Flexible</p> <p>Work as part of a Team</p> <p>Customer Focussed</p>	