

ST RICHARD'S HOSPICE

JOB DESCRIPTION

Job Title: Multi-site Manager – Stourport

Responsible to: Regional Manager

Accountable to: Associate Director of Retail Operations

Our Values:

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day-to-day work.

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 manage the efficient running of our retail outlet incorporating all departments. To be responsible for all activities at the Shop, such as Volunteer recruitment and training, stock levels, sorting and pricing, stock movement, banking and record keeping. To support managers and volunteers at our other retail sites in the Wyre Forest area.

1 Main Duties & Responsibilities:

- 1.1 To recruit, manage, motivate and train volunteers to ensure the smooth running of the shop and implement new ideas with a positive attitude.



- 1.2 To inform your line manager of any problems relating to the welfare of staff and volunteers, and to be aware of the value of volunteers, who give their time willingly for the benefit of the Hospice.
- 1.4 To be flexible with your time to cover times required to maximise trading hours.
- 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 goods are presented in a way that maintains the high standard and quality customers have come to expect from St. Richard's Hospice shops.
- 1.7 To carry out shop inspection in accordance with the set procedures and to make recommendations on changes needed.
- 1.8 To be aware of any shortage of staff and volunteers in all departments and in our other retail sites in Worcester
- 1.9 To carry out spot-checks on all areas, which may affect the profitability and security of St Richard's Hospice Shops.
- 1.10 To review Department targets and performance reviews in line with Hospice policy.
- 1.11 To encourage and sign up donors to our Gift Aid scheme.
- 1.12 To ensure that all returns and paperwork are submitted to Head Office accurately and in appropriate timescales.
- 1.13 To hold regular meetings with the Commercial Director and the Regional manager to discuss ways of improving shop sales and how we may utilise the many qualities of willing volunteers in other activities.
- 1.14 To attend any meetings, training or conference that has relevance to your position and your day to day work.
- 1.15 To undertake any other reasonable duties as and when required by the Regional Manager and Associate Director of Retail Operations .



- 1.16 To undertake annual IPR with the Regional Manager or Associate Director of Retail Operations, and respond to the agreed development plan in personal development.
- 1.17 To assist managers of the other retail sites to achieve their financial targets and inform the Regional Manager of any concerns.
- 1.18 To offer advice on shop layout and best retail practice and to carry out annual IPR with managers in conjunction with the Regional Manager.
- 1.19 To keep the Regional Manager appraised of any issues regarding staff and volunteers in our other retail sites in Worcester.

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 Associate Director of Retail Operations
- 2.4 All staff are required to abide by St Richard's Hospice policies and procedures, including confidentiality, equal opportunities and data protection

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: Multi-Site Manager – Stourport

Responsible to: Regional Manager

Accountable to: Associate Director of Retail Operations

	Essential	Desirable
Education, Qualifications and Training	Good standard of general education including numeracy, literacy and IT skills.	
Experience	Significant proven retail experience Experience of cash reconciliation and financial controls Experience of leading and managing a large team	Experience of working with and managing volunteers Experience of recruiting volunteers Charity retail experience Multi-site management Experience of merchandising, layout and displays
Knowledge	Knowledge of retail till operations Knowledge of retail processes and merchandising. Knowledge of brands both within clothing and in bric a brac.	



<p>Skills and Abilities</p>	<p>Excellent customer service skills</p> <p>IT skills including Microsoft packages</p> <p>Organisational and prioritising skills</p> <p>Driving Licence</p> <p>Strong leadership skills</p> <p>Strong interpersonal skills</p>	
<p>Personal Qualities and Aptitudes</p>	<p>Enthusiastic</p> <p>Positive attitude</p> <p>Be a Motivator</p> <p>Friendly</p> <p>Work as part of a Team</p>	