East Lancashire Hospice

Job Description

Job Title	Shop Manager – Blackburn
Responsible to	Retail Operations Manager
Salary	£27,066
Hours	37.5 hours per week (including regular weekends)
Location	Blackburn

Role Outline

To lead, develop and grow the success of an East Lancashire Hospice charity shop, creating a welcoming and engaging retail environment that maximises income and supports the vital work of the Hospice. You will drive sales across a range of donated goods, encourage and build relationships with supporters to increase quality donations, and ensure income and Gift Aid targets are achieved while delivering excellent customer service that reflects the values of the Hospice.

As a hands-on leader, you will motivate and develop a dedicated team of volunteers, creating a positive and high-performing culture. Through effective support and commercial awareness, you will grow the shop's performance, strengthen community engagement, and make a meaningful contribution to the continued success of East Lancashire Hospice.

Key Responsibilities

- The shop manager is responsible for the day to day running of the shop, including being a key holder, opening and closing the shop and ensuring the premises are secure.
- Ensure the shop and sorting area is kept clean, tidy and well maintained.
- Accepting donations of furniture, clothing, and other goods.
- Sorting, steaming, pricing and displaying both donated and new goods.
- Merchandise all stock appropriately. Ensure the shop and window displays are seasonal and of a constant high standard.

- Work with staff and volunteers to ensure the shop runs efficiently. Delegate responsibility to ensure the full potential of skill, empowerment and motivation of the team.
- Be accountable for ensuring sufficient levels of donated stock.
- Communicate regularly with the Hospice marketing team to promote the retail service.
- Ensure safe handling and sale of furniture.
- Promote recycling and sustainability initiatives.
- Work closely with the van driver to ensure the professionalism of collection and delivery of furniture.
- Coordinate schedules for pickups and drop-offs to maximise efficiency and customer satisfaction.

Sales and Profit

- Monitor and actively work towards achieving targets in income and expenditure.
- Responsibility for cash control within the shop including floats, banking and maintaining weekly income summary records.
- Work with the rest of the retail team to maximise income in new and innovative ways through a variety of channels.
- Encourage Gift Aid donations and ensure income from Gift Aid on donated products is maximised.
- Maximise income from donated items including recycling unsellable items.
- Ensure data is inputted into the EPOS system to provide accurate and timely reports and act on the information these provide. Monitor and be accountable for sales and category performance.
- Work with the Head of Retail to set annual income and expenditure budgets.

Managing Volunteers

- Following the Hospice policies and procedures, recruit, induct and retain a team of volunteers who can maximise the shops income and profitability and guarantee the smooth running of the shop.
- Ensure volunteers complete and update mandatory training. Provide ongoing support to your team.
- Manage change and conduct in a positive manner.
- Ensure excellent communication with customers, donors, colleagues and volunteers.
- Ensure the Hospice brand and values are always reflected.
- Ensure regular feedback is given to the team through meetings or one to ones.

Professional Responsibilities

- Maintain appropriate and respectful professional relationships with colleagues and other staff.
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance.

- Ensure that personal actions and conduct apply with Hospice policies and procedures.
- Ensure effective use of Hospice resources.
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the Hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death.

Personal Development

- Attend and contribute to Retail and Hospice meetings when required.
- Complete mandatory training appropriate to the role.
- Participate in the Hospice appraisal system and access training opportunities to improve own knowledge and skills.
- Participate in the education and training of others as appropriate to the role.

Managing Services

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures.
- Ensure effective use of all resources within allocated budget.
- Be prepared to cover any retail outlet as required within the East Lancashire Hospice Shops Retail Service.

Statutory Duties

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance.
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures.
- Comply with the East Lancashire Hospice 'no smoking' policy in all Hospice premises and grounds.
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable).
- Ensure that infection control measures are followed in relation to your role.
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance.
- Work at all times to respect people's individuality, rights and diversity to ensure equality.

Working Hours

The post holder will work 37.5 hours per week. These will be worked according to a rota of any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the Hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME: .....

SIGNED: ..... DATE: .....

Person Specification

	Criteria	Essential	Desirable	Tested By
Experience	Working in a retail environment	✓		Application / Interview
	Working in a charity retail environment		✓	Application/Interview
	Manual handling / Working with heavy items	✓		Application / Interview
	Working with volunteers		✓	Application/Interview
	Prioritising own workload and working with minimum supervision	✓		Application/Interview
	Working to timescales and deadlines	✓		Application/Interview
	Experience with EPOS system		✓	Application/Interview
Qualifications	A good general level of education		✓	Application
Knowledge	Knowledge of East Lancashire Hospice and the services it provides	✓		Application / Interview
	Knowledge of the local area		✓	Interview
	Knowledge of fashion and clothing brands	✓		Application / Interview
	Knowledge of Health and Safety Practices	✓		Application / Interview
Skills	Excellent communication skills (written and oral)	✓		Application / Interview
	IT literate	✓		Application
	Excellent organisational skills	✓		Interview

	Open and adaptable to change	✓		Interview
	Excellent Customer Service Skills	✓		Application/Interview
	Ability to organise and plan own workload	✓		Interview
Personal Attributes	Demonstrate an openness and willingness to learn	✓		Interview
	Have a friendly and approachable manner	✓		Interview
	High level of motivation	✓		Interview
	Driver's license and car owner		✓	Application
	Consistent and reliable attendance	✓		Interview
	Good physical fitness and ability to lift heavy loads safely	✓		Application/Interview