

**Job Description**

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| **Post Title:** | Community Shop Manager |
| **Reports to** | Retail Area Manager |
| **Purpose of the post:** | Severn Hospice has a network of shops across Shropshire and Mid-Wales. These shops generate a substantial level of income to support Severn Hospice to care for patients and their families from the community they operate with.Our shop focus is on empowering volunteers to maximise their potential within the shops. The Community Shop Manager has the freedom to make local decisions to drive their business within their community, and acts as an entrepreneur to maximise every sales opportunity available. This exciting role is at the forefront of our Community Shop offer, and plays a vital role in generating income to care for patients and their families across Shropshire and Mid-Wales. |

**Organisation Position**

Head Of Retail

Retail Area Manager

**Community Shop Manager**

Assistant Community Shop Manager

Volunteers

**Key Responsibilities**

**Education, Professional Development and Training**

* Work within Severn Hospice’s policies and procedures, and adhere to these at all times.
* Implement systems and processes that comply with Severn Hospice’s policies and procedures including financial management, complaints and Health and Safety.
* Complete paperwork necessary to keep the shop safe and legal and to comply with Severn Hospice procedures and policies.
* Attend and contribute at training courses and meetings as required.

**Human Resources**

* Provide inspired leadership and motivation for a team of volunteers.
* Maximise the potential of every individual within the shop by understanding their skills and experiences and utilising these to the maximum.
* Develop, and then work to structures and systems that are easy for volunteers to work within, and maximise the impact they can have within the shop. Train volunteers within these systems.
* Grow and develop volunteers to delegate responsibility for different departments and shop activities to team members.
* Set a standard for customer service, and manage the team to achieve this.
* Provide a high level of management for the Assistant Community Shop Manager (for example appraisals, regular 1:2:1s and performance management).
* Recognise volunteers by connecting them to the work of Severn Hospice so they fully understand their contribution and are appreciated and motivated.
* Identify difficult situations and, with support from the Retail Area Manager, manage these situations in line with Severn Hospice policies.

**Decisions. Judgement and freedom to act**

* Strive to beat the agreed sales budget for shop donated goods, Gift Aid, new goods and lottery tickets.
* Take an entrepreneurial approach to generating income within the shop, and take every step to maximise opportunities available to grow sales.
* Create an exciting shop floor experience that makes Severn Hospice stand out from our competitors.
* Make local shop decisions for the quality of stock, levels of pricing and style of merchandising within the shop, and then lead a team of volunteers to uphold these standards.
* Maximise income from Gift Aid by creating robust systems and processes in the backroom and front of shop. Inspire volunteers to grow donor sign-ups and process gift aided stock efficiently.
* Create sales reports from the till system, and analyse and make decisions based on the data and trends these reports show.
* Work closely with the Retail Area Manager to ensure they are fully up to date with the activity of the shop, and are able to fully support the role to achieve target.
* Firmly embed the shop into the fabric of the local community by being proactive in assessing opportunities within the community for the shop to get involved in.
* Plan and develop internal and external events to grow the profile of the shop within the local community.
* Become a beacon of the local community and develop a network of organisations, clubs and societies who can aid Severn Hospice’s cause.
* Drive volunteer recruitment within the local community to maximise the number of people who volunteer within our shop.
* Source donated stock from the local community, and focus on the key product lines that maximise income.
* Develop levels of donation boxes within the local community, and recruit and manage a team of volunteers to service these boxes.
* Ensure that shop posters communicate with the local community and help to promote Severn Hospice’s shop, volunteer or donor offer.

**Professional Conduct**

Promote and incorporate equality and diversity in all aspects of the team’s operations and in the public domain.

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

**Supplementary Information and Requirements**

All new Hospice employees are on a six months probationary period.

A DBS Disclosure will be requested in the event of an individual being offered the post.

***Health and Safety***

In accordance with the Hospice’s Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

***Appraisal***

All employees are required to participate in the Hospice’s appraisal process (permanent contracts only).

*Last updated: Sept 2021*

**Person Specification**

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| **Qualifications / Training** | **Essential** | **Desirable** |
| **Level of education necessary****Professional and post basic qualifications****Specialised training required for post** | * Basic general education including English and Maths.
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| **Experience** |  |  |
| **Skills & Knowledge****Range and level of skills** **Depth and extent of knowledge required** | * Proven experience leading a team of people.
* Proven experience of motivating and developing people to achieve their potential.
* Experienced and comfortable delegating responsibility to team members, and understand management role in delegation.
* Driven by making money in the shop, and proven experience of inspiring a team to exceed targets.
* Proven experience as a clear and positive verbal communicator.
* Open to change and proven experience of taking on board team members opinions when making decisions.
* Proven problem solver who can manage conflicting priorities and achieves positive outcomes.
* Self-motivated, with an enthusiastic approach to work.
* Willingness to take on new challenges and to learn, grow and develop within a role.
* Experience using Microsoft Office programmes, email and the internet, and confident doing so.
 | * Experience of working with volunteers.
* Experience of taking an entrepreneurial approach to retailing by maximising every opportunity available.
* Experience of producing basic financial reports, and of making decisions based on the data these contain.
* Working knowledge of Health and Safety regulations and procedures.
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| **Aptitudes & Attributes Required** | * Desire and passion for the values and ethos of Severn Hospice.
* Belief that diversity and equality improves the working environment.
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| **Other Requirements** | * Candidates with less experience but possessing exceptional people management skills will be considered.
* The role involves significant levels of manual handling.
* Occasional travel is required for training, and attending Area Meetings.
* Weekend working is essential as part of the role.
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