

**Job Description**

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| **Post Title:** | Assistant Community Shop Manager |
| **Reports to** | Community Shop 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 Assistant Community Shop Manager supports local decision making to drive the business within the community. This exciting role is at the forefront of our Community Shop offer, and plays a vital role in supporting the Community Shop Manager and team to generate 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.
* 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**

* Support the Community Shop Manager to manage and motivate a team of volunteers.
* Enable every individual to reach their potential within the shop by understanding their skills and experiences and utilising these to the maximum.
* Train volunteers in shop activities.
* Support the delegation of responsibility for different departments and shop activities to team members.
* Manage the team to achieve a high level of customer service.
* Recognise volunteers so they feel appreciated and motivated.
* Identify difficult situations and, communicate these to the Community Shop Manager.

**Decisions. Judgement and freedom to act**

* Support the Community Shop Manager to beat the agreed sales budget for shop donated goods, Gift Aid, new goods and lottery tickets.
* Identify opportunities available to grow sales, and with support from the Community Shop Manager, undertake changes within the shop.
* Create an exciting shop floor experience that makes Severn Hospice stand out from our competitors.
* Work with the volunteer team to uphold the standards of stock quality, pricing and style of merchandising within the shop.
* Maximise income from Gift Aid working within systems and processes in the backroom and front of shop. Inspire volunteers to grow donor sign-ups and process gift aided stock efficiently.
* Work closely with the Community Shop Manager to ensure they are fully up to date with the activity of the shop.
* Support volunteer recruitment and product sourcing approaches within the local community.
* Support the Community Shop Manager to embed the shop into the local community.
* Deputise for the Community Shop Manager in their absence.

**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. |  |
| **Experience** **Length, type and level of post related work**  **experience required (additional or alternative to qualifications above)** |  |  |
| **Skills & Knowledge** **Range and level of skills**  **Depth and extent of knowledge required** | * Proven experience motivating and delegating tasks to people. * Proven experience of exceeding targets and working with others to do so. * Proven experience as a clear and positive verbal communicator. * Experience managing conflicting priorities. * 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 managing people. * 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. |
| **Aptitudes & Attributes Required** | * Desire and passion for the values and ethos of Severn Hospice. * Belief that diversity and equality improves the working environment. |  |
| **Other Requirements** | * 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. |  |