

**Queenscourt Hospice Retail Ltd**  
**Role Description**

<b>Job Title:</b>	Assistant Charity Shop Manager
<b>Responsible for:</b>	Charity Shop Volunteers
<b>Reports to:</b>	Area Retail Manager
<b>Accountable to:</b>	Corporate Services Director

**Role summary:**

The post holder will be responsible for the day to day management of any given Queenscourt Hospice Charity Shop including our eBay shop as specified by the Area Retail Manager to cover Retail managers annual leave, sick leave or days off. He/she will work with other Shop Managers, while liaising with the Co-ordinator of Volunteers, on matters relating to shop volunteers. He/she will promote a positive image of the shop and of Queenscourt Hospice. He/she should be flexible and be available for 7 day working across multiple sites.

**Main Duties and responsibilities**

1. To provide an environment that is welcoming and attractive to customers with a view to maximising sales.
2. To ensure that the handling and banking of cash is dealt with in accordance with laid down procedures.
3. To regularly review stock and rotate as appropriate ensuring the maximum resale price for donated items.
4. In consultation with all shop Managers and the Area Retail Manager, be responsible for determining "sales" initiatives.
5. To create an environment with a high customer focus that is clean and fit for purpose.
6. In collaboration with the Area Retail Manager ensure an appropriate supply and sale of bought in goods.
7. To select and send suitable stock items for eBay.
8. To ensure the shop is competing effectively with local competitors.
9. To maximise Gift Aid donations and sales.
10. To assist in the recruitment process of volunteers.
11. To train and retain appropriately skilled volunteers to work within the shops.
12. To manage and monitor volunteers to meet the needs of the shop and to ensure an effective, efficient and reliable service
13. To ensure that volunteers are provided with appropriate induction training into the shop team.
14. To ensure excellent communication between other shops and shop managers, along with the Area Retail Manager
15. Ensure shops are cleaned on a regular basis.
16. To list items of stock on Queenscourt Retails eBay site and to manage, monitor and respond to correspondence from customers in absence of eBay Manager.
17. To pack and ensure safe transit of purchases bought through the eBay platform.

### **Health and Safety**

18. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt.
19. Staff must use all equipment provided to undertake their role safely
20. Ensure that accidents are documented and reported in accordance with the laid down procedures.
21. Ensure that volunteers are aware of their health and safety responsibilities and procedures they must adhere to
22. To be conscious of security matters and to ensure that the systems are in place to deal with potential breaches of security
23. To ensure that the No Smoking Policy is adhered to by all

### **General**

24. Understand and comply with the policies and practices of Queenscourt
25. To participate in an annual development and review process
26. To attend statutory training in accordance with Queenscourt requirements
27. Maintain absolute confidentiality in all areas of work
28. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
29. Any other duties commensurate with the grade and post.

### **Note**

**This document does not attempt to describe all the tasks to be performed, but indicates the degree of authority, responsibility and discretion required. It will be open to periodic review and as a result, alterations and additions may be made.**

**Person Specification – Assistant Charity Shop Manager**

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> <li>• Educated to a minimum of Level 2, inclusive of Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant retail qualification</li> </ul>	CV Certificates
<u>Experience</u>	<ul style="list-style-type: none"> <li>• Retail experience</li> <li>• Customer service experience</li> <li>• Using EPOS (Electronic point of sale (till))</li> </ul>	Previous experience in: <ul style="list-style-type: none"> <li>• Fundraising or promotional work</li> <li>• Working with and managing volunteers</li> <li>• Working within a charitable organisation</li> <li>• Experience of promoting a service via social media</li> <li>• Experience if merchandising and window dressing</li> <li>• Managing a team</li> <li>• Meeting and exceeding financial targets</li> <li>• Experience of leading/motivating people</li> </ul>	CV Interview References
<u>Skills &amp; knowledge</u>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Good organisational skills</li> <li>• Good influencing skills</li> <li>• A creative thinker</li> <li>• Customer service skills</li> <li>• Excellent time management skills</li> <li>• Good IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• A demonstrable understanding of hospice philosophy</li> <li>• Stock presentation experience</li> <li>• PR and Communications</li> <li>• Producing accounts and presenting figures</li> <li>• Understanding of eBay selling and on-line platforms for selling donated goods.</li> </ul>	CV Interview References Test
<u>Personal Qualities</u>	Sense of humour, highly motivated, can demonstrate initiative and an intuitive approach to dealing with sensitive situations; Team player who can demonstrate a positive approach along with an understanding of the charitable ethos and of working with volunteers; Willingness to be hands on, ability to mix with all sections of the community; Must have access to a car as travel between shops is likely.		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is not subject to a disclosure and barring check		