

**Hospice of the Valleys**  
**Job Description and Person Specification**

**Title: Shop Manager**

**Grade: £16,118**

**Responsible to: Chief Executive**

**Accountable to: Retail Manager**

**Hours of work:** 37.5 hours per week. Working 5 days out of 6 trading days (Monday to Saturday between 9am – 5pm)

**Locality: Will be based in Merthyr Shop** (with also be expect to cover our other shops within Blaenau Gwent as and when required)

Key Working relationships: Retail Manager, Abertillery and Ebbw Vale shop Managers, Volunteer Co-ordinator, Income Generation team, shop volunteers and key external stakeholders

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**1. Job summary:**

To effectively manage the day to day running of the shop, ensuring that targets are met for sales and gift aid. Manage and support the shop volunteers to ensure that all policies and procedures are adhered to while maintaining an excellent standard of customer service and shop appearance.

**2. Philosophy of care:**

The post holder will work within the Hospice of the Valleys philosophy of care and professional standards.

**3. Specific Duties and Responsibilities**

**KEY TASKS:**

- Responsible for the commercial performance of the shop. Which will involve achieving targets for income, Gift Aid, merchandise and recycling.
- Monitor and report weekly on financial performance (and otherwise, if required) making recommendations to the Retail Manager for contingency activities where necessary.
- Responsible for the day to day effective management of the shop, ensuring that it is run to comply with all Hospice of the Valleys policies and procedures. Ensuring the highest standard of customer service and shop appearance is achieved at all times.
- Effectively manage shop volunteers and support with inductions and ongoing training and development, in conjunction with the Retail Manager and Volunteer Co-ordinator.
- Organise and manage volunteer shop rotas to ensure sufficient cover is maintained and holidays and sickness are covered, so that the shop remains open during agreed trading hours. And provide any necessary cover where needed.

- Oversee stock control, ensuring the highest quality of stock is well presented, appropriately priced and visually merchandised on the shop floor to maximise sales.
- To undertake cashing up and banking making sure that security protocol is adhered to at all times.
- Provide support and cover to other shops within the retail network as and when required by the Retail Manager.

### **General Responsibilities**

- Actively promote the shop within the local community and look for opportunities to drive engagement and profits.
- To attend regular meetings when required by the Retail Manager.
- To complete all necessary paperwork is completed relating to the shop and the Retail Manager is kept up to date regarding any issues.
- To be aware of and comply with Trading Standards legislation.
- Ensure a high standard of personal appearance and integrity at all times.

### **4. Education and Training:**

- Take responsibility for personal professional development and attend courses as identified through the annual staff development review.
- Participate in the hospice appraisal system setting realistic objectives in order to maintain a personal professional profile and demonstrate a high level of practise.
- Attend mandatory training according to the hospice guidelines.

### **5. Health & Safety:**

- To perform duties in a manner which ensure the Health and Safety of all persons who may be affected by your acts or omissions at work and co-operate with the Hospice policy on safety regulations.
- Undertake manual handling tasks such as carrying and moving stock safely

### **6. Personal Responsibilities:**

- Be aware of Hospice of the Valleys Policies and Procedures and ensure they are adhered to at all times.

### **7. Confidentiality:**

- Many of the duties of the post are of a confidential nature and disciplinary action will be taken in the event of any breach.

## 8. Data protection:

- All staff are reminded of their duties and responsibilities as employees under the Data Protection Act 1998, to ensure that personal data is not negligently or unlawfully handled or disclosed to unauthorised persons.

This is a new role and will be open to potential change depending on the priorities within the retail department. Therefore, this job description is not exhaustive and may be amended following appropriate consultation.

## PERSON SPECIFICATION

**Job Title:** Shop Manager

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Basic numeracy and literacy skills</li> </ul>	<ul style="list-style-type: none"> <li>GCSEs or equivalent</li> </ul>	<b>Application Form/Certificate Check</b>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Significant retail experience with a proven track record of success</li> <li>Experience working to financial targets</li> <li>Experience of managing people and creating a positive and fulfilling environment</li> <li>Experience of merchandising and visual displays</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within a charity shop environment</li> <li>Experience of working with volunteers</li> <li>Experience of working to administrative deadlines</li> <li>Experience of furniture related retailing.</li> </ul>	<b>Application Form/ Interview/ References</b>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>Self-motivated using initiative to achieve goals</li> <li>Able to lead a team with the ability to get on with people from all walks of life</li> <li>Time management and delegation</li> <li>Well organised and able to adapt and prioritise to changing circumstances</li> <li>Ability to communicate effectively both verbally and in writing</li> <li>IT literate</li> <li>Numerate with the ability to analyse figures and demonstrate commercial acumen</li> <li>Demonstrable flair and creativity in maximising the shop's potential</li> <li>Ability and confidence to communicate new ideas and implement them</li> </ul>	<ul style="list-style-type: none"> <li>Ability to assess the quality and potential value of a variety of fashion items and household goods up to and including antique pieces</li> <li>Team coaching and motivation to achieve optimum results</li> </ul>	<b>Application Form/ Interview/ References</b>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Understanding of retail laws, security, and health and safety.</li> <li>A knowledge of furniture and fashion brands.</li> <li>Knowledge of generating stock donations</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Hospice of the Valleys</li> <li>Knowledge of the local charity shop sector, the third sector</li> <li>Knowledge of current safe working practices and legislation</li> </ul>	<b>Application Form/ Interview/ References</b>

<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"><li>• Full UK driving licence and access to vehicle</li></ul>		<b>Application Form/ Interview/ References</b>
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