



Job Description

Job Title:	Retail Manager
Tenure:	Permanent
Base:	HHWC Charity Shops Workington and Cockermouth (predominantly Workington)
Responsible to:	Marketing and Income Generation Team Leader
Responsible for:	Retail Volunteers
Salary:	£26,137
Hours:	37.5 hours per week over 5 days (working on rota) Monday - Saturday

JOB SUMMARY:

The role of Retail Manager is based within the Marketing & Income Generation (MIG) Team. The overall purpose of the MIG Team is to raise the profile of Hospice at Home West Cumbria (HHWC) and to generate income to support all Hospice activities.

The post holder will play a key role in achieving these objectives through working across our retail sites, maximising sales and effectively promoting our organisation in the local community.

DUTIES AND RESPONSIBILITIES OF THE POST

Key responsibilities of the job:

- Manages and works alongside a strong and experienced team of volunteers to coordinate the day-to-day activities in our retail operations. Undertaking physical tasks when required and optimising sales by maintaining the appearance of the buildings within organisational brand and identity guidelines.
- Takes a proactive approach to recruiting and retaining volunteers and ensures all retail locations have adequate volunteer cover during opening hours, including coordinating rotas and arranging cover for periods of staff and volunteer absence.
- Ensure volunteers receive a comprehensive induction, and ongoing training, advice, support and guidance is in place to ensure that they deliver high customer service standards and are motivated, happy and effective in their role and can develop new skills to take on a variety of tasks.

- Ensure the shops carry a reasonable level of stock of excellent quality goods and that they are priced appropriately and displayed effectively, within the trading guidelines for charity shops.
- Provides a high level of customer service to retail customers and donors, maximising sales opportunities and gift aided donations where possible.
- Ensure gift aid donations are separated from general stock, easily identified, tagged appropriately and processed through the Kudos system in line with HMRC guidelines and in accordance with organisation procedures, and to maintain gift aid donor confidentiality
- Works with volunteers to coordinate the collections of donated items, the sorting of donated items, and identify donated goods that may be of particular value for sale online or via auction.
- Maintains high standards of orderliness, cleanliness, and compliance with all aspects of Health and Safety and risk management throughout the buildings including organising minor maintenance as required and reporting all major maintenance and any other health and safety concerns to the Marketing & Income Generation Team Leader.
- Implements measures to safeguard the security of people, premises, stock and takings and ensure they are understood and implemented by volunteers, including all financial and health & safety controls and procedures.
- Develops and runs efficient and effective recycling procedures for shop waste and unwanted donated goods.
- Undertakes promotional activity to help to maximise sales and other fundraising activities including participating in special fundraising events with volunteers which may be outside normal shop hours. Provide the MIG Team colleagues with information for the website and social media to encourage and improve shop income and engagement of supporters in the local community.
- To foster and promote to the public and volunteers, the values of Hospice at Home West Cumbria, and the organisations expectations of behaviours and attitudes having regard for the reputation of the charity.

Personal Development:

- To be committed to personal and professional development and engage in mandatory and statutory training as required.
- To set challenging goals through the appraisal process to ensure the effective delivery of personal objectives.
- To keep updated with current policies and procedures.

General:

- To ensure that personal conduct, ways of working and work activities are aligned to the Hospice’s purpose and values at all times.
- In accordance with the Data Protection Act 2018 and the General Data Protection Regulations, to ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- To promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- To adhere to the Health and Safety policy and report all accidents, incidents or near misses promptly and when requested to co-operate with any investigations undertaken.
- To be aware of obligations and to abide by the spirit and nature of the Equal Opportunities policy to avoid direct and indirect discrimination.
- To undertake any other duties which may be reasonably required.

Person Specification

Retail Manager

	Qualities Required	Essential (E) Desirable (D)	Method of Assessment
Practical Knowledge and Qualifications	Customer service/business/retail qualification <u>OR</u> relevant experience	E	A/I
	Knowledge of the retail environment including merchandising and promotion	E	A/I
	Knowledge of Gift Aid	D	A/I
Skills and Competencies	Ability to perform simple mathematical calculations manually	E	A
	Ability to devise communications that contain accurate grammar and spelling	E	A
	Excellent communication skills with the ability to build and maintain relationships with individuals and other organisations	E	I
	Strong admin and organisational skills with excellent attention to detail	E	A/I
	Ability to work independently with minimum supervision, and work well with team members	E	A/I
	Operates as a cooperative team player and interested in engaging the local community	E	A/I
	Confident IT skills	E	A/I

	Self-motivated with a positive attitude and an ability to prioritise and use initiative to find practical solutions to problems seeing what needs to be done and gets on and does it	E	A/I
	Ability to assess the value of new and pre-loved items and potential pricing structure to encourage sales	D	I
	Flexible in times of change and support new ways of working	E	I
	Flexible, with a willingness to work weekends and adjust days/hours according to availability of volunteers	E	A/I
	Prepared to travel and attend meetings and training as required	E	A
Experience	Experience of working in a retail/customer facing environment	E	A/I
	Experience of leading, managing and supporting staff/volunteers to meet team goals and targets	E	A/I
	Experience of charity retail fundraising	D	A/I
	Experience in scheduling collections and planning logistics	D	A/I
	Experience of working with an Electronic Point of Sale (EPOS) system	D	A/I
	Experience of dealing with sensitive issues in an appropriate professional manner	E	I

A = Application Form

I = Interview

E = Exercise