

JOB DESCRIPTION

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| Post | Charity Shop Manager (Bookshop) |
| Hours: | 5 days a week Part time basis (30hrs per week) |
| Grade: | Hospice AfC Band 1: £12,860 to £15,127 Pro-rata (dependent on experience) |
| Responsible to: | Fundraising Manager (Retail) |
| Accountable to: | Head of Fundraising |
| Overall Aims: | To manage the Eden Valley Hospice bookshop activity, ensuring efficient and effective management of staff, Volunteers, premises and stock to provide a high quality retail service in relation to agreed performance targets. To ensure all appropriate standards of security, health and safety are met. |

MAIN DUTIES

INCOME

1. To maximise shop income and achieve agreed performance targets
2. To promote the Eden Valley Hospice lottery and entry through membership and/or single entry tickets
3. To operate an Online book sales service as an income stream for the shop

PREMISES

1. Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive and presentable manner.
2. Ensure that all statutory responsibilities are met including Fire, Health, and Safety Regulations.
3. Hold shop keys, opening and closing the premises for trading hours and responding to emergency call out if and when necessary.

STAFF

1. In conjunction with the Hospice Support Services Manager (who has overall responsibility for voluntary services at Eden Valley Hospice) encourage and recruit appropriate volunteers to support the work of the Hospice.
2. Train, support and coordinate the work of staff and volunteers in the shop, encouraging an active interest in the shop and the work of Eden Valley Hospice. Identify and train, 'key' volunteers to deputise for the Shop Manager in the absence of a paid member of staff.
3. Ensure that the shop is adequately staffed at all times and establish an appropriate work rota for staff and volunteers.

STOCK

1. Generate / accept stock donations to meet sales requirements; sort, price and display stock in accordance with Eden Valley Hospice guidelines, acknowledging receipt and arranging collection where necessary. Arrange the transfer of stock between outlets as appropriate.

2. To check and value donated books and other items to ensure the income opportunity is maximised
3. Responsible for stock control, including rotation and disposal of unsold or unwanted donations in accordance with Eden Valley Hospice policy.
4. Maintain stocks of new goods for sale with advice from the Fundraising Manager (Retail).

PUBLIC RELATIONS

1. Working with the Fundraising Manager (Retail) and the fundraising department in order to:-
 - a. publicise and promote the shop, Hospice events, fundraising opportunities, etc.
 - b. enhance the Eden Valley Hospice image through a professional retail service, ensuring that all queries about Eden Valley Hospice are answered promptly and information held in the shop is up to date.
 - c. maintain good relations with the public, volunteers, other charity shops, landlords and neighbouring retailers.

ADMINISTRATION / GENERAL

1. Ensure that all Eden Valley Hospice shops administrative and financial procedures are followed including banking, weekly returns, maintenance of petty cash account, performance returns and volunteer records.
2. To attend any necessary meetings and events, both internal and external, contributing to discussions on issues and participating in activities, which effect all fundraising activities and the reputation of the hospice
3. To work with colleagues within the dept. and provide cover as may be required from time to time to ensure the smooth running of the dept. and continuity
4. To liaise closely with all members of hospice staff and volunteers in all depts., maintaining good relationships
5. To promote the work of the hospice externally, maintaining good relations with all individuals, organisations and companies with whom you come into contact
6. To undertake duties out of normal office hours when necessary
7. To maintain departmental, patient and whole Hospice confidentiality.

OTHER RESPONSIBILITIES

1. Work closely with the Fundraising Manager (Retail) to ensure any problems in the shop are resolved quickly and effectively
2. Undertake any other appropriate duties required to achieve performance targets and realise the full potential of the shop and maximise the income opportunities for the hospice.
3. Travel within the region where required in the performance of the job, to provide cover in another shop, or for training activities if required.
4. To work with other Fundraising Managers to support the activities of the hospice at organised events should the need arise.
5. To communicate effectively both within and outside the team and attend meetings as required as member of the fundraising department.

Notes:

As an Investor in People organisation we are committed to the development of all our staff and volunteers therefore on-going training and career development training will be available for the successful applicant.

We operate a no-smoking policy on the entire hospice site (excluding patients) including all hospice premises and vehicles and do not allow smoking by any members of staff or volunteers.

Car parking is not available at any of the Hospice Shops and it is the responsibility of the manager to make suitable parking arrangements should this be necessary. Parking at the Hospice is normally available “on site” no charge is made for the use of this facility.

This post is subject to a CRB check.

Hours of Work: 30 hours per week comprising as follows: -
(5 days a week between Monday to Friday with the occasional Saturday – 10.00am to 4.00pm ½ hour allowed for lunch) The actual days to be agreed in advance with your line manager.

This is the normal working week for this post, however in order to meet the requirements of the post it may be necessary to work outside of these normal hours from time to time to facilitate the smooth running of the department. A degree of flexibility is expected from the post holder to meet these needs if required. No overtime will be paid for any extra hours worked however time off in lieu of the extra hours will be available as arranged and agreed with the manager.

Holiday Entitlement

For the first five years: 35 days per year inclusive of bank Holidays
From 5 to 10 years: 37 days per year inclusive of bank Holidays
Over 10 years service: 41 days per year inclusive of Bank Holidays

Measures of Performance:

- 1 - achievement of income targets.
 - presentation of display and quality of goods offered for sale
 - operation of a computerised on-line retail sales system
 - rotation of stock and disposal of unsold items quickly and efficiently
 - relationships with volunteer staff, customers and members of the public

- 2 - highest standards of conduct and performance
 - accuracy in the recording of sales and the administration of the shop
 - efficiency of communication
 - effective use of time and cooperation with work colleagues

- 3 - efficiency in the management of the shop
 - contribution towards the development of the shop and trading activities of the hospice
 - recruitment, training and development of volunteers
 - effective management of complaints and returned goods

- 4 - ensuring clarity of procedures to enable consistency of pricing and quality of stock
 - maintenance of their application
 - increase in issues that can be dealt with personally
 - maintenance of their application

- 5 - ability to work on own initiative from briefs given by your Manager
 - contributions outside principle areas of responsibility

- 6 - sensitivity in dealing with calls or visits from the public
 - feedback to line manager
 - relationships with volunteers and work colleagues

- 7 - flexibility in working practices to meet the requirements of the charity
 - contribution to a culture of excellence and professionalism
 - working as part of a team

Person Specification:

| Employee | Essential Qualities | Desirable Qualities |
|---|--|--|
| <p>Knowledge, skills and aptitudes</p> | <p>At least one years General Management experience ideally gained in a Retail or Service role</p> <p>Administration and organisational skills</p> <p>Team leadership skills with a positive attitude towards working within a team</p> <p>Proven verbal & written communication skills</p> <p>Flexible working practice</p> <p>Able to respect confidentiality and work with integrity and discretion</p> <p>Ability to develop and manage a team</p> | <p>Management experience/qualified to NVQ Level 3 in Retail Management.</p> <p>Experience of working with volunteers</p> <p>Knowledge of Health & Safety and Fire Regulations</p> <p>A degree of computer literacy particularly with respect to spreadsheets, word, and email.</p> <p>Has ECDL qualification</p> <p>Full Driving Licence</p> |
| <p>Disposition</p> | <p>Commitment to the aims of the Hospice</p> <p>Strong sense of responsibility and accountability</p> <p>Ability to act on own initiative as well as a team member</p> <p>Good interpersonal skills and ability to communicate at all levels</p> <p>Maintain good humour under pressure</p> <p>Ability to work calmly and methodically under pressure</p> | <p>Prepared to go the extra mile to achieve results</p> |