**THE SHAKESPEARE HOSPICE**

**JOB DESCRIPTION**

**Title:** Shop Manager, Alcester Shop

**Line Manager:** Retail Operations Manager

**Direct reports**: Assistant Manager, Volunteers

**NB: as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.**

**Summary of Role**

To work effectively and efficiently to maximise income for the Hospice. Focusing on sales, merchandising, stock rotation and excellent customer service, you will develop and lead a cohesive team to raise funds for and promote the work of The Shakespeare Hospice within the local community.

**Principal Responsibilities:**

**Lead the Team**

* Direct, inspire, and support your team of staff and volunteers, ensuring Hospice policies and procedures are adhered to.
* Recruit, train and maintain a motivated team, conducting regular meetings to keep them engaged.

**Merchandising & Presentation**

* Maintain high shop standards and create eye-catching displays using different techniques.
* Ensure stock is well rotated and presented to maximise sales potential.

**Customer Engagement**

* Present a positive and professional image to our valued customers and donors.
* Always deliver the highest standard of customer service.

**Sales and Revenue**

* Drive sales, meet targets and KPIs, and seek continuous ways to improve store performance.
* Be accountable for achieving agreed income budgets, managing costs effectively, and reporting performance to the Retail Operations Manager.
* Promote the Gift Aid scheme to meet performance targets for both Gift Aid income and new donor sign-ups.

**Stock & Inventory Management**

* Manage acceptance, sorting, pricing, and organisation of donated goods.
* Monitor the acceptance and refusal of donations coming into the store and to be responsible for the sorting and pricing of the stock received, and sorting donations to be transferred to the other shops.
* Encourage donations from the local community and ensure the shop is sufficiently stocked.
* Order, display and sell new goods as appropriate.
* Apply consistent pricing standards using the Hospice’s pricing matrix and use agreed merchandising techniques as per and merchandising guide, to maximise shop presentation and sales.
* Select stock for online sales as appropriate.

**Cash Handling/Banking**

* Take responsibility for cash handling, banking and associated administration, ensuring compliance with Hospice policies.

**Community Outreach**

* Actively promote the shop in Alcester, engaging with the local community to build awareness and support for The Shakespeare Hospice.
* Develop a calendar of in shop events

**Administration & Compliance**

* Oversee daily operations, finances, and compliance with health and safety regulations, including infection control and safeguarding responsibilities.
* Ensure trading hours, security arrangements, and housekeeping standards are met.

**Review of Job Description**

*This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the business. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post.*

*This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).*

**THE SHAKESPEARE HOSPICE**

**PERSON SPECIFICATION**

 ***The successful candidate will need to demonstrate:***

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **E or D =****Essential or Desirable** | **Assessed:**A = Application formI = InterviewT = Test at Interview |
| **EDUCATION/QUALIFICATIONS** |  | **A** | **I** | **T** |
| English / Maths GCSE | **E** | √ |  |  |
| Retail NVQ 2/3 | **D** | √ |  |  |
| **EXPERIENCE** |  |  |  |  |
| Previous /retail experience in a Retail setting  | E | √ | √ |  |
| Excellent Customer Service and shop presentation skills | E | √ | √ |  |
| Experience of working with a team of volunteers within a Retail setting | D | √ | √ |  |
| **KNOWLEDGE** |
| Skills in managing and leading a team | E | √ | √ |  |
| Merchandising skills and stock rotation | E | √ | √ |  |
| Knowledge of The Shakespeare Hospice | E | √ | √ |  |
| **SKILLS AND ABILITIES** |
| Professional Attitude and Appearance | E | √ | √ |  |
| Excellent communication skills – broad ranging and diverse. | E | √ | √ |  |
| Work on own initiative  | E | √ | √ |  |
| Develop and achieve sales/ targets. | E | √ | √ |  |
| Good organisational skills and ability to prioritise tasks. | E | √ | √ |  |
| Good IT skills | E | √ | √ |  |
| Reliable, flexible and punctual with good attention to detail | E | √ | √ |  |
| Adaptable/flexible/approachable | E | √ | √ |  |