

## Shop Manager

Job Description

**Area of Work:** Shop Based

**Responsible to:** Head of Retail (Operations Manager when absent)

### Department Objectives

Treetops Hospice Care provides all its services free of charge to the patients and their families. The objective of the retail department is to raise and contribute funds primarily through its group of shops, maximising the potential of each shop and growing the business through expansion.

### Role Within the Department

The shop manager is responsible for the profit and smooth running of their own unit as well as making a positive contribution to the overall profit of the department through teamwork and co-operation with colleagues.

### Specific Objectives

To generate income for the hospice; working to sales and costs targets set with the retail manager. Leading and developing an effective and motivated shop team. Providing the best possible standards of visual merchandising and customer service in order to uphold and enhance the excellent reputation of Treetops Hospice Care in the community.

### Key Tasks and Responsibilities

1. Recruit, manage and train shop team – primarily volunteers
2. Organise rotas so the shop is suitably staffed at all times during opening hours
3. Drive sales to budget and control costs
4. Offer a consistently high standard of customer service and visual merchandising
5. Take in, rotate, display and price new and donated goods
6. Uphold and develop paperwork systems, record keeping and back office organisation and reports as needed by the head of retail
7. Ensure company procedures on cash handling and security are upheld
8. Comply with company health and safety and trading standards policies
9. Work closely with other shop managers and leaders with sharing of skills, staff cover, stock and ideas in order to benefit the department
10. Attend any training or meetings as required by the head of retail or the hospice and be prepared for temporarily working elsewhere in the department should the business require it

## **Other Tasks and Responsibilities**

1. To promote and enhance the work of Treetops through knowledge of the hospice, sharing information with your shop team, and liaising on projects and advertising with the other fundraising departments
2. With the guidance of the head of retail utilise the resources available to assist you such as the volunteer services and human resources departments, and the warehouse and van team
3. Encourage team morale through involvement, recognition and confidence building through positive delegation and support. Respect both the strengths and limitations of individual team members
4. Deal swiftly and fairly with underperformance and seek advice with any HR issues
5. Housekeeping and maintenance – keep the shop and back areas clean, tidy and safe. Look after all shop equipment and report any maintenance issues promptly

## **Key Competencies and Skills Requirements**

- A positive, flexible, team-playing attitude
- Willingness to learn and take direction as well as use initiative
- Smart personal appearance
- Good verbal and written communication skills
- Effective time management and organisational skills
- Knowledge of retail, customer service and working to budgets
- Experience of people management/team leading and cash handling
- Visual merchandising – ability to display donated and new goods to best advantage
- Ability to lift, move and sort a wide variety of donated goods