

Thames hospice

Job Title: Retail Superstore Manager

Salary: £30,000 per year

(plus enhancement for Sunday working at 1.66 / time plus two thirds)

Location: Superstore Reading

Hours: 40 per week including Saturdays and Sundays on rota. Working 5 out of 7

Reports to: Commercial Manager

Responsible for: Retail Fashion Department Manager, Home Studio Manager Retail Assistant Managers, Coffee Shop Supervisor, Bookings Line Clerk, and Team of Volunteers

Purpose of Job:

To be overall responsible for the day to day management of the Superstore and all the elements within the store including:

- Effectively driving and exceeding sales targets and managing KPI targets
- To ensure that Visual standards are achieved and that all products are co-ordinated and displayed in accordance with current visual trends and guidelines
- Effectively drive and manage the Hospitality and coffee shop business in line with expected budgets
- In conjunction with the Fashion Department Manger effectively drive and deliver sales in line with expected budgets
- Work alongside the Distribution Manager support the effective running of the bookings line delivery and collection service, ensuring there is sufficient stock to deliver expected budgets
- Motivating and supervising a team of staff and volunteers
- providing the highest quality of service to represent Thames Hospice on the high street
- To manage the moving and assembling furniture on and off the shop floor- some items are heavy sofas, beds etc
- To manage the Coffee Shop Supervisor in the effective running of the Coffee shop in the Superstore

Main Tasks:

Sales & Profits

- To meet and exceed budgeted sales targets and maximise profit through effective use of commercial reports to manage the all departments within the stores performance
- To ensure the store is compliant in all areas of operational activity, policy and procedures with specific regards to Stock and Cash handling
- Conduct stock accuracy counts of new goods as required
- To promote Gift Aid, including training of all staff and volunteers and ensure all administration procedures are followed in line with HMRC regulations.

Customer Service

- Develop and grow relationships within the local community to expand store traffic and optimise the customer pool

Thames hospice

- Create a welcoming, happy and professional atmosphere for customers and the shop team
- Provide excellent customer service at all times
- Maintain high standards of visual merchandising, window displays and housekeeping

Management

- To support the delivery of all tasks to ensure the safe, smooth and efficient running of all the departments in the Superstore and Hospitality
- To support the recruitment of team members ensuring we attract good candidates, maintain engagement throughout the recruitment process and support their induction and probationary period
- To ensure people feel engaged and motivated to work for Thames Hospice in accordance with our Values (CARE) and activities related to the staff survey
- To ensure the mental and physical wellbeing of the team and individual colleagues is reviewed and supported, delivering good attendance and excellent support where necessary
- To ensure team members have a development plan and the ability to complete the statutory and mandatory training and access opportunities to develop their behaviours and core skills each year, leading to promotion or change of role where appropriate
- To monitor turnover and take proactive steps to improve retention and support people thought out their employment life cycle
- To promote the organisation which may include fundraising and marketing, enhance our reputation and role model the Values of Thames Hospice

Organisation

- Manage the team of staff and volunteers in the day to day running of the Superstore and Hospitality
- Operate the agreed stock rotation system , regularly updating stock
- Operate the agreed pricing structure to maximise profits from the sale of donated goods
- Ensure high value donated stock items, or speciality items are identified & recorded, and when appropriate, are transferred to the relevant Thames Hospice shop or team
- Support the management of an efficient back room operation including storage of stock and re-cycling of waste
- Management and stock control of bought in goods including regular stock takes.
- To monitor the overall maintenance of the shop, reporting any issues appropriately

Planning

- Support the planning for and manage the day to day operation of the shop including;
- Planning and managing deliveries and collections, assisting drivers as required
- Managing stock levels and effective stock processing
- Managing and maintaining the staff and volunteer rotas to ensure adequate cover is provided during trading hours, planning for days off, leave and possible sickness.
- Manage the Hospitality bookings and ensure that they are maximised to deliver against expected targets

Legal/Security

- Ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site
- To ensure all staff and volunteers are trained in fire/evacuation procedures
-

Thames hospice

- To ensure data protection legislation is complied with, particular in Gift Aid and staff records.
- Follow Thames Hospice procedures when handling money and goods and ensure adequate security of the shop, its personnel, money and goods
- To report all accidents and incidents promptly, using the designated form.
- To act as accountable key holder for the shop and maintain effective security measures in relation to the banking of takings, security of stock and the shop premises.

Working with others

- Be flexible, and be willing to work additional hours, when required
- To undertake such other tasks as may be reasonably required from time to time e.g. roll out of new initiatives or projects
- To be flexible and work in neighbouring shops should the need arise
- Travel to retail manager meetings and training sessions as required
- Engage & support activities of the wider organisation e.g. fundraising, marketing, and volunteering.
- To maintain excellent knowledge of Thames Hospice in order that customers, staff and volunteer queries can be answered correctly
- Positively promote the work of the organisation building & developing positive internal and external relationships.

General

- Some manual handling - lifting, carrying and sorting stock
- Use of steaming machine to steam clothes
- Proportion of day spent working on a computer, inputting information
- Occasionally dealing with difficult/challenging customers

Working Pattern

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work, and will involve a regular element of weekend working.

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

Our Values

Our values are the essence of our culture and inspire our behaviour.



Compassion

Compassion for everyone in a safe and caring environment



Ambition

The desire and determination to serve everyone in our community



Respect

Respect for everyone's dignity



Excellence

Committed to excellence in everything we do



Person Specification

Please note that all criteria is essential unless otherwise stated

Specialist Knowledge and Experience

- Recent retail experience in a managerial role running a large store with multiple departments, including sales targets (*essential*)
- Experience of working in a fashion environment with brand knowledge (*essential*)
- Experience of managing staff, including recruitment, setting objectives, developing staff and managing performance (*essential*)
- Recent experience in a hospitality or catering role
- Experience with working with furniture and distribution
- A creative flare and understanding of upcycling and supporting a workshop
- Experience of cash handling (*essential*)
- Knowledge of Health and Safety obligations (*essential*)
- Experience of recruiting and managing volunteers (*desirable*)
- Experience of working for a charity (*desirable*)
- Experience of Visual Merchandising (*Essential*)
- Willingness and ability to demonstrate commitment to Thames Hospice values (*essential*)
- Demonstrable skills in written and spoken English that are adequate to enable effective communication about relevant topics with customers and colleagues (*essential*)

Results Driven

An ability to get results and willingly tackle demanding tasks. Sets and exceeds challenging personal targets.

Customer Focus

Experience of delivering excellent customer service.

Organisation

Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.

Using Initiative

Experience of taking responsibility for own actions and make decisions without referring to others.

Resilience

Ability to remain calm and self-controlled under pressure.

Communication

Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience.

Team Working

Ability to lead and develop professional, effective and supportive relationships with colleagues.

Flexibility

Ability to react positively to change and take others with you.

Thames hospice

IT Skills

Ability to use and work with IT systems e.g. Stock IT system including word, excel and email.

Special Conditions

Current driving licence with insurance cover for "Business Use" (*desirable*)