

# Thames hospice

**Job Title:** Retail Manager

**Salary:** £22,922 per year  
(plus enhancement for Sunday working at 1.66 / time plus two thirds)

**Location:** Camberley

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

**Reports to:** Retail Area Manager

**Responsible for:** Assistant Retail Manager, Volunteers

**Purpose of Job:**

To be responsible for the day to day management of the shop including:

- Effectively driving and exceeding sales targets and managing KPI targets
- Motivating and supervising a team of staff and volunteers
- providing the highest quality of service to represent Thames Hospice on the high street

**Main Tasks:**

**Sales & Profits**

- To meet and exceed budgeted sales targets and maximise profit through effective use of commercial reports to manage shop 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**

- 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
- To proactively promote Thames Hospice in the community

**Team Building and Leadership**

- To provide leadership to motivate the shop team to deliver targets and excellent customer service
- To line manage a team of staff including arranging appropriate staffing levels, staff recruitment, induction, supervision via one to one meetings, development, appraisals and regular team meetings.
- To recruit, train and support volunteers ensuring they have sufficient training and development opportunities to maximise their potential

## **Management**

- To support the delivery of all tasks to ensure the safe, smooth and efficient running of the organisation
- 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 shop
- 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
- Manage 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**

- To plan 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.

## **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
- 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 over 2 floors.
- 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 are the essence of our culture and inspire our behaviour. They are:

#### **Our Values**

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

**Compassion** – we treat everyone with kindness and compassion, providing a secure and caring environment.

**Ambition** – our desire and determination to succeed in meeting the growing needs of our local community.

**Respect** – we believe in treating everyone with dignity and respect.

**Excellence** – we are committed to delivering and demonstrating excellence in everything we do.

## **Person Specification**

**Please note that all criteria is essential unless otherwise stated**

### **1.0 Specialist Knowledge and Experience**

- 1.1 Recent retail experience in a managerial role, including sales targets (*essential*)
- 1.2 Experience of working in a fashion environment with brand knowledge (*essential*)
- 1.3 Experience of managing staff, including recruitment, setting objectives, developing staff and managing performance (*essential*)
- 1.4 Experience of cash handling (*essential*)
- 1.5 Knowledge of Health and Safety obligations (*essential*)
- 1.6 Experience of recruiting and managing volunteers (*desirable*)
- 1.7 Experience of working for a charity (*desirable*)
- 1.8 Experience of Visual Merchandising (*Essential*)
- 1.9 Willingness and ability to demonstrate commitment to Thames Hospice values (*essential*)
- 1.10 Demonstrable skills in written and spoken English that are adequate to enable effective communication about relevant topics with customers and colleagues (*essential*)

### **2.0 Results Driven**

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

### **3.0 Customer Focus**

Experience of delivering excellent customer service.

### **4.0 Organisation**

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

### **5.0 Using Initiative**

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

### **6.0 Resilience**

Ability to remain calm and self-controlled under pressure.

### **7.0 Communication**

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

### **8.0 Team Working**

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

### **9.0 Flexibility**

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

### **10.0 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*)