

The Myton Hospices

Job Description

Job Title: Shop Manager (Level 3 Shop)

Department: Retail

Responsible to: Area Manager

Primary Work Base: Shop Location

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.

Role Summary

To effectively manage the day to day running of the shop with the aim of achieving optimum profit by maximising sales and controlling direct shop expenses. Additionally to recruit, train and motivate a team of volunteers.

Myton Core Values

Our *Core Values* underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

- To ensure the store sales performance is maintained through achievement of income-based targets
- To actively seek ways to improve the stores performance on a continuous basis
- To manage all aspects of stock preparation; ensuring that the shop is sufficiently stocked; encourage donations

- To demonstrate excellent customer service and promote good practice within the shop
- To meet required performance standards and targets. Motivating and supporting shop staff and volunteers in the achievement of Key Performance Indicators
- To recruit, retain and manage a team of staff and volunteers
- To be responsible for cash handling, banking and associated administration, ensuring that all till operations are carried out in accordance with Myton's policies and procedures
- To maintain a good standard of housekeeping which creates an environment that is both pleasant and safe for customers, shop staff and volunteers
- To present a positive and professional image to customers, staff and volunteers at all times
- To promote the Gift Aid scheme in their shop to meet the required performance targets for both Gift Aid income & signing-up of new donors.
- To actively promote Myton's lottery in their shop to meet the required performance targets for both lottery income and new player sign-ups.
- To ensure at all times their shop complies to Myton's branding standards and policy.
- To further the mission and aim of Myton, and to comply with Myton's policies and procedures
- Undertake any reasonable duties in line with business requirements

Annual Sales

To generate annual sales above £110,000 (*sales target figure to be reviewed and may be adjusted annually based on changing business needs. Not meeting sales target for 2 consecutive years may lead to a lower pay level except in exceptional circumstances.*)

Training & Development

To support the Area Managers/Retail Operations Manager in inducting and training new shop managers as required.

Retail Strategy

To support the Area Managers/Retail Operations Manager in delivering some of the operational aims and objectives of the Retail Strategy.

Decision Making

- To make decisions in line with trading requirements within the remit of the day to day running of the store

Problem Solving/Creative Effort

- To look at different ways to attract and retain volunteers. Initiating ideas/solution to encourage more sales and donations

Accountability, Impact & Work Pattern

- Accountable for the stores sales and profit budget
- Accountable for expenses and petty cash
- Accountable for cash handling, banking & security associated with the task
- Accountable for the Health and Safety processes including all risk assessments within the store
- To work a minimum of three out of four Saturdays and on Sundays (for Sunday opening shops).

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and colleagues. The post holder is required to conform with Myton's policies on Health and Safety and Fire Prevention, and to attend related training as required.

Safeguarding Vulnerable Adults and Children

It is the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

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 service. 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).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____