

PERSON SPECIFICATION

Job Title: Relief Manager
Department: Retail
Responsible to: Retail Operations Manager

Attributes	Essential	Desirable
Educational / Professional Qualifications	<ul style="list-style-type: none"> Educated to GCSE standard or equivalent 	<ul style="list-style-type: none"> Retail or customer service qualifications/Training (e.g. NVQ Retail)
Previous Experience	<ul style="list-style-type: none"> Experience of dealing with customers and providing excellent customer care Knowledge of selling and merchandising Experience of working in a retail environment Experience of working with financial targets 	<ul style="list-style-type: none"> Experience of recruiting, managing, and motivating a team Experience of recruiting and managing volunteers Experience of working in a not for profit organisation
Skills and Attributes	<ul style="list-style-type: none"> Organisational and prioritising skills Ability to work independently and as part of a team Numerate with the ability to calculate figures and competently undertake administration Ability to motivate self and others Resilience Professional Creative 	<ul style="list-style-type: none"> Possess an interest / awareness in fashion trends Proactive and able to use initiative to determine appropriate actions to drive sales
Other	<ul style="list-style-type: none"> Must be mobile throughout the catchment area of the hospice. 	

	<ul style="list-style-type: none">• Must be flexible if change of location is required at short notice• Willing to work Saturdays (minimum three out of four), Bank Holidays and Sundays as required• Willing to act as a key holder• Able to lift heavy and/or bulky items• Clean driving licence• Access to own transport	
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