

The Myton Hospices Job Description



Job Title: Relief Shop Manager

Department: Retail

Responsible to: Anthony Dwyer

Primary Work Base: Mobile

(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.)

Summary of the role:

To provide managerial cover in any of the Myton Hospice shops as requested and achieve sales, lottery and gift aid targets through high standards of quality and presentation and ensuring continuing support for the Myton Hospices.

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

Sales

1. To achieve agreed targets within agreed income and expenditure budgets
2. To ensure that a high standard of customer service is maintained at all times
3. To achieve daily lottery sales targets

Shop Appearance/Stockroom

1. To maintain a high standard of display, working with the Retail Manager, Area Manager and Retail Operations Manager
2. To departmentalise stock.
3. Ensure a high standard of general household duties – the shop is cleaned and hoovered daily.
4. To keep stockroom and kitchen area clean, tidy and well organised.

Stock

1. To encourage the public to donate saleable goods under the Gift Aid Scheme
2. Steam and prepare stock for display.
3. Donations to be worked daily and replenished to stock guidelines
4. Stock management of donations – to be self sufficient
5. To keep the sales area well stocked with merchandise, clearly priced and sized; using colour cubes when necessary.
6. To date code and rotate all stock as per shop standards manual
7. To ensure adequate stock is available, prioritising replenishment of best-selling subcategories
8. Ladieswear stock to be colour blocked on shop floor
9. Window displays to be changed as required but with a minimum frequency of once a week and merchandised with luggage labels.
10. Notify the eBay or Area Manager if there is stock identified as having the potential to raise more money via eBay
11. To ensure that any stock season changeovers are managed to maximise sales
12. To ensure that promotional sales are managed in a professional manner with the appropriate signage
13. All new goods to be recorded accurately on the epos system, i.e. sales, stock takes and transfers

Staff

1. Responsibility for customer service skills, ensuring a courteous and efficient service.
2. Ensure that the shop represents the Myton Hospice in a professional manner at all times. In keeping with Myton's policies, procedures and Values
3. Engage and talk to customers about volunteering
4. Clear communication with the shop manager and handover at the end of the period of covering the shop

Administration:

1. To undertake the relevant administrative processes and procedures efficiently and effectively, both on paper and with the aid of IT equipment.

2. To ensure banking of monies is completed daily.
3. To comply with all procedures in accordance with the Myton Hospices Retail Manual and the relevant Policies and Procedures.

Security:

1. To ensure that all sales are recorded correctly through the till, all monies are secure and that the till procedure is adhered to.
2. To keep valuable donations in a safe place and recorded according to the cash handling policy
3. To hold the keys of the shop and ensure that the premises are secure.
4. Advise volunteers of their responsibility for any personal possessions.

General:

1. Awareness of procedures for Accident/Incident reporting, First Aid Box and Fire Extinguishers and emergency situations.
2. To ensure the Fire Exit is clear at all times and comply with all regulations according to the Myton Hospices Health and Safety Policy.
3. To inform the Myton Hospices of any defects or maintenance requirements and any hazards to customers and staff, within or immediately outside the shop premises.
4. To have appropriate knowledge of the Myton Hospice to respond to staff and customer queries.
5. To attend Myton Hospices meetings as required.
6. To attend all mandatory training, e.g. fire training, handling and moving etc.
7. To ensure all E Learning is kept up to date
8. To participate in the annual appraisal programme and attend any training identified.
9. Any other duties commensurate with the post.

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 at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's 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:** _____

Last reviewed March 2021