

# The Myton Hospices Job Description



**Job Title:** Shop Manager

**Department:** Retail

**Responsible to:** Area Manager

**Accountable to:** Head of Retail

**Primary Work Base:** Shop Location

Must be mobile and flexible as the role may involve working at other shop locations as required, sometimes at short notice to cover opening more profitable shops.

*(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.)*

## **Please outline a brief summary of the role below:**

To effectively manage the day to day running of the shop with the aim of achieving optimum profit by maximising total shop income and controlling direct shop expenses. Recruit, train and motivate a team of volunteers to resource the shop to the level necessary to achieve budgeted sales targets.

## **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**

### **Income**

1. To maximise shop income in order to achieve optimise profit contribution from the shop.
2. To ensure that shop operations are effective and optimised to support the maximisation of donated sales.
3. To ensure that a high standard of customer service is maintained at all times in order to develop customer retention and loyalty.
4. To maximise potential Gift Aid income and achieve daily lottery sales targets.
5. To develop shop/local cash donations activity and support Community Fundraising for the organisation.
6. To support optimising overall Retail profit contribution through the achievement of budgeted sales when covering other shops.

### **Main Duties & Responsibilities**

1. To maintain a high standard of display and visual merchandising including maintaining stock category departments, working with the Retail Management team as necessary.
2. Ensure a high standard of general tidiness, cleanliness and general housekeeping throughout the shop.
3. To keep all back-office areas including kitchen/toilets area clean, tidy and well organised.
4. To ensure that Window displays to be changed as required but with a minimum frequency of once a week and merchandised as per guidelines.
5. To ensure that promotional sales are managed in a professional manner in line with guidelines with the appropriate signage

### **Stock**

1. To encourage the public to donate saleable goods and maximise revenue by ensuring that the gift aid scheme is fully promoted by asking all donors if they are eligible for gift aid to be claimed back on their goods.
2. Responsibility to ensure that stock is sorted, steamed and prepared for display as per merchandising and pricing guidelines.
3. Responsibility to ensure that stock donations are processed daily and shop-floor stock is rotated as per stock management guidelines.
4. Support local stock generation initiatives in order to maximise donations with the aim of being self-sufficient with stock.
5. Stock is well merchandised in the sales area in adherence to Myton's shop standards manual, operating guidelines and pricing structure.
6. To ensure adequate stock is available, prioritising replenishment of best-selling subcategories.
7. Notify the eBay or Area Manager if there is stock identified as having the potential to raise more money via eBay.
8. To ensure that any stock season changeovers are managed to maximise sales.
9. All new goods to be recorded accurately on the epos system, i.e. sales, stock takes and transfers.

## **People Management**

1. Responsible for customer service skills, ensuring a courteous and efficient service level.
2. Responsible for recruiting volunteers in all locations shop worked in as well as own shop.
3. Responsible for engaging, motivating and retaining volunteers to create a happy working environment, utilising the skills and experience of volunteers to maximise their contribution to the shop.
4. Ensure that the shop and volunteers present a positive image of the organisation, representing the Myton Hospice in a professional manner at all times in keeping with Myton's policies, procedures and values,
5. Engage and talk to customers about volunteering, promoting the work of the hospice.
6. Good communication with the Relief Shop Manager with an appropriate handover process to ensure that there is a clear understanding of what should be achieved.

## **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 and in line with policies and procedures.
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 ensure that cash donations are processed according to the cash handling policy.
4. To hold the keys of the shop and ensure that the premises are secure.
5. Advise volunteers of their responsibility for any personal possessions.

## **General**

1. To be aware of all procedures for Accident/Incident reporting, First Aid Box and Fire Extinguishers and emergency situations, and implement changes/updates as required.
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, manual handling and moving etc.
7. To ensure all e-Learning is kept up to date and attend any training identified.
8. Any other duties commensurate with the post.

### **Training and Development**

To support the Area Managers in inducting and training new shop managers as required.

### **Retail Strategy**

To work with the Senior Retail team in delivering the aims and objectives of the Retail Strategy.

### **Accountability Impact and Work Pattern**

1. Accountable for the stores sales and profit budget
2. Accountable for expenses and petty cash
3. Accountable for cash handling, banking & security associated with the task
4. Accountable for the Health and Safety processes including all risk assessments within the store
5. 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 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*