

## Person Specification

**Job Title:** Retail support Manager

**Department:** Retail

**Location:** Across sites

**Responsible to:** Area Manager

Attributes	Essential	Desirable
<b>Educational / Professional Qualifications</b>	Educated to GCSE standard or equivalent.	Retail or customer service qualifications/Training (e.g. NVQ Retail).
<b>Previous Experience</b>	<p>Experience of dealing with customers and providing excellent customer care.</p> <p>Knowledge of selling and merchandising.</p> <p>Experience of working in a retail environment.</p> <p>Experience of working with financial targets</p>	<p>Experience of recruiting, managing, and motivating a team.</p> <p>Experience of recruiting and managing volunteers.</p> <p>Experience of working in a not for profit organisation.</p>
<b>Accountability for Staff &amp; Volunteers</b>	Experience of leading a team of staff and volunteers.	
<b>Skills and Attributes</b>	<p>Organisational and prioritising skills.</p> <p>Ability to work independently and as part of a team.</p> <p>Numerate with the ability to calculate figures and competently undertake administration.</p> <p>Ability to motivate self and others.</p> <p>Resilience.</p> <p>Professional.</p> <p>Creative.</p>	<p>Possess an interest / awareness in fashion trends.</p> <p>Proactive and able to use initiative to determine appropriate actions to drive sales.</p>

<b>Other</b>	<p>Must be mobile throughout the catchment area of the hospice.</p> <p>Must be flexible if change of location is required at short notice.</p> <p>Willing to work Saturdays, Bank Holidays and Sundays as required.</p> <p>Willing to act as a key holder.</p> <p>Able to lift heavy and/or bulky items.</p> <p>Clean driving licence.</p> <p>Access to own transport.</p>	
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