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| JOB DESCRIPTION | |
| **JOB TITLE:** | Deputy Shop Manager - Bank |
| **REPORTS TO:** | Shop Manager |
| CONTEXT: The Hospice of St Francis Charity provides essential free care across West Hertfordshire and South Buckinghamshire and inspires people to raise over £5million every single year to fund this care. Our care at home and in the Hospice, delivered through inter-disciplinary teams and skilled volunteers is rated outstanding by the Care Quality Commission. As a local employer we aspire to meet this ‘outstanding’ rating in all aspects of what we do, from the experience of staff and volunteers through to our compliance with the corporate, financial, fundraising, charity and trading regulations for our business. | |
| OVERALL JOB PURPOSE:   * Support shop team by providing Bank Deputy Manager cover for sickness ,holiday and any ad hoc cover as identified * Maximise sales and profitability of shop. Maximise value from donated goods. * Enhance awareness of the Hospice within the community * Represent the organisation and uphold the organisations reputation and values * To support the organisations income generation activity | |

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| KEY RESPONSIBILITIES: |
| 1. Operational |
| * 1. Assist the shop manager with the day to day retail activities and volunteer team within the shop |
| * 1. Assist shop manager to achieve gift aid and online sales budgets |
| * 1. Operate the agreed stock rotation system within the shop to regularly update stock and keep refreshed and to also assist in the transfer of goods to other shops and with collections |
| * 1. Ensure only the best quality donated goods are selected for sale |
| * 1. Ensure efficient and effective shop operations by following Shop Operational guidelines |
| * 1. Operate the agreed pricing policy to maximise profit from donated goods |
| * 1. Support volunteer team in Manager’s absence |
| * 1. Demonstrate professional expertise and ensure all tasks are completed in line with best practice and Hospice policy |
| * 1. Support the department and charity strategy, and help identify opportunities and challenges |
| * 1. Deliver and maintain professional relationships with individuals and organisations whether direct, or indirect interface with The Hospice of St Francis |
| * 1. Work with productivity measures and best practice to accomplish individual objectives that contribute to the department goals |
| * 1. Provide excellence in customer service at all times |
| * 1. Be customer focused to drive sales |
| * 1. Show real appreciation to donors for all donated goods at all times |
| * 1. Deliver and ensure high standards of presentation are maintained to include windows, in store, stock and housekeeping |
| * 1. Operate a welcoming, happy and appreciative atmosphere for customers and shop team |
| * 1. Encourage team work, listening and providing appropriate support |
| * 1. Actively listen to customers and volunteers to demonstrate time and care |
| 1. Productivity |
| * 1. Assist in the control of shop expenditure to minimise shop costs |
| * 1. In shop manager’s absence ensure timely completion of weekly KPIs |
| * 1. Follow agreed till, cashing up and banking procedures when handling money |
| * 1. Take full responsibility for daily banking in the absence of Manager |
| * 1. Support the Head of Department/Line Manager in recruitment and induction of new employees and volunteers, as required |
| * 1. Participate and support training of staff and prospective and existing volunteers as required |
| * 1. Ensure careful financial management |
| * 1. Participate fully, and play an active role, in supervision and team meetings |
| * 1. Review effectiveness of own work and make recommendations to improve/change service provided |
| * 1. Ensure communication with colleagues across the organisation is professional, and maintain excellent working practice |
| 1. Governance |
| * 1. Identify and notify line manager of any operational risks, and when identified follow the correct process |
| * 1. Comply with statutory and mandatory training, continuous professional development, and any registration revalidation requirements, as necessary |
| * 1. When handling personally identifiable and sensitive information ensure your conduct is consistent with the requirements of the legislative, and regulatory frameworks for information and information governance, whether that be in hard or soft copy or digital formats |
| 1. Personal Development |
| * 1. Keep up to date of key changes in policy, legislation and governance requirements relevant to the role and the Charity |
| * 1. Maintain continuing professional support and self-development to develop own skills and knowledge through additional education and training |
| * 1. Act as a role model promoting the values of the Charity in accordance with the post holders professional Code of Practice |
| * 1. To identify gaps in personal training and development and attend training as requested |
| 1. Health and Safety |
| * 1. Follow security procedures when handling the receipt of donated money and processing donated goods   2. Ensure that Health and Safety and Trading Standards regulations are adhered to |
| * 1. Ensure Hospice and shop policies are adhered to |
| * 1. Assist in maintaining adequate security and safety of shop, money, goods and personnel |
| * 1. Report accidents according to Hospice policy and any maintenance requirements according to guidelines |
| * 1. Be fully aware of emergency procedures and implement if required |
| * 1. Understand and comply with Health and Safety, Fire and Infection Control regulations, and Hospice policy, to assure compliance and resolve and/or mitigate risk |
| * 1. Ensure own safety, patients and visitors in accordance with the Hospice Health and Safety Policy on-site and off-site at Hospice run events |
| * 1. Complete all mandatory training for Health and Safety, Fire and Infection Control. Ensure risk assessments are completed as necessary to maintain compliance with Hospice regulations |
| * 1. Report any accidents or incidents in the department, record the incident in the relevant accident book |
| 1. Safeguarding |
| * 1. To act in a manner that safeguards the interests of beneficiaries and upholds public trust and confidence in The Hospice of St Francis |

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| **DIMENSIONS:** The following posts report to this role/budget responsibilities: | | |
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| **RELATIONSHIPS:** | | |
| Shop Manager Deputy Managers  Volunteers  Bank staff | Director of Sustainable Trading Head of Trading  Key donors and suppliers |  |