



THE REAL NUTS AND BOLTS...

Key Responsibilities & Tasks: Departmental and Role Specific

- Actively drive sales to maximise shop profitability and achieve annual budget
- Provide line management of deputy and bank team and support for volunteers
- Deliver excellence in customer service at all times and actively respond and listen to customers and volunteers to demonstrate time and care
- Champion sustainability wherever possible across the shop operation
- Deliver and maintain a high standard of presentation of merchandise
- Maintain the integrity of the Greenway Owned brand
- Proactively enhance customer experience through the implementation of regular shop events and promotions at key trading periods
- Proactive use of social media to promote the shop and engage with the local community
- Oversee all operational matters relating to successful running of shop
- Manage and operate agreed stock rotation system
- Strong commercial awareness – ability to analyse KPIs and P&Ls to drive sales forward
- Follow agreed till, cashing up and banking procedures
- Provide support to plan and implement annual stock take
- Provide emergency cover for the shop as required
- Support Shops Operations Manager in recruitment and induction of new employees and volunteers
- Support the Hospice Fundraising and Communications teams to promote key events in the shop and the organisation as a whole
- Act as an ambassador for The Hospice and proactively build links within the local community.

IT'S ALL ABOUT YOU! (WELL THIS BIT IS)

We appreciate you might not tick every box...



Qualifications, Skills, Experience and Knowledge - A passion for retail and a 'people person'

- Good level of education – A level or equivalent
- Experienced charity/High Street retail manager (minimum 3 years) with demonstrable experience of commercial success and accountability – a track record of increasing and sustaining growth
- Inspiring visible leadership skills – ability to motivate others to achieve goals, communicate and deliver objectives.
- Confident line management skills
- Passion for retail with a strong design aesthetic
- Ability to lead a team in order to deliver high standards of customer service and presentation
- Exceptional communication and interpersonal skills – good listener, empathetic and patient
- Confident social media skills to proactively drive footfall and raise awareness
- Team player
- Strong analytical skills – ability to analyse KPI's to drive business forward
- Proven track record of achieving sales and profit targets
- Proven outstanding operational and organisational skills
- Solution focused – able to work independently and flexibly where required
- Ability to interact positively with all non clinical and clinical staff
- Ability to work at pace in a physically demanding environment
- Physical strength to manage the heavy lifting and handling demanded of the role
- Numerate with the ability to identify and proactively address unwanted variation, trends and key performance information
- Driver with own transport

VALUES, COMMUNICATION & WORKING ENVIRONMENT

- Respect and follow [the Hospice's values](#) and policies.
- Your internal & external contacts will include all employees, volunteers, trustees and patrons, plus members of the general public and external organisations/suppliers.
- The post-holder may come into contact with emotional circumstances, through speaking to staff, volunteers and patients and or information. The post holder will frequently be required to change from one activity to another to meet the changing needs of the service
- You will be expected to comply with Health and Safety, Fire and Infection Control regulations and Hospice policies. You will need to complete all mandatory training.
- Safeguarding: Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis

This list of tasks and responsibilities is not exhaustive and the job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This description and specification can be amended by agreement with the Post Holder and Manager