

Shop Manager



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Retail Department Vision

We are all about high quality, pre-loved and sustainable retail. Our aim is to maximise income from all our retail activities to raise funds for North Devon Hospice by spotting and exploiting trends and being creative, innovative and agile in our approach to how we work.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

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To succeed in this role you will have:

- 4 GCSEs at Grade 4 or above including Maths and English or equivalent
- Experience of working in a charity or commercial retail organisation
- Merchandising and / or retail display experience, with the ability to create high quality customer experiences
- Experience of leading and line managing a team of staff and volunteers
- Good IT skills and experience of working with Microsoft including Word and Outlook
- A high level of interpersonal and communication skills, with the ability to remain friendly, calm and efficient – even on your busiest days
- The ability to remain positive, creative and solutions focused, even when under pressure
- A proactive, innovative and creative approach and an openness to new ideas
- The ability to work on your own and as an integral part of a team
- A high level of emotional intelligence and personal accountability
- The ability to be proactive and actively engage and work collaboratively with all areas of the organisation
- The ability to lift heavy loads, bend, and stretch frequently
- The ability to work flexibly, adapting to changing demands while retaining a clear focus
- Pride in your work and approach all tasks with energy, pace and dedication
- The ability to travel to all hospice locations around North Devon without the use of public transport
- The flexibility to work across all days of the week, in accordance with Retail rosters

In this role you will be responsible for:

- Proactively working with the Head of Retail and Retail Operations Manager to ensure the shop always maximises its space and income
- Always maintaining an excellent level of service and customer experience
- Achieving profit targets by maximising sales and minimising costs
- Agreeing an annual budget with the Head of Retail and being positive in achieving this
- Actively discussing Gift Aid with all customers and donors and ensuring the whole team are engaged in this process
- Maintaining high standards of presentation and visual merchandising throughout the shop, always being aware of current trends and promotions
- Managing our relationships with our volunteers so that they feel valued and recognised
- Ensuring your team of staff and volunteers are proficient and trained in all aspects of the shop including: sorting, steaming and distribution of stock, always adhering to rotation policies and procedures
- Ensuring all items on the shop floor are suitable for sale; this may include product cleaning, researching, polishing as appropriate, maximising sales potential
- Working in conjunction with the Warehouse team to ensure stock levels are appropriate at all times
- Keeping all team members briefed and up to date with developments
- Positively contributing to the Retail manager meetings and sharing information
- Line managing and holding regular monthly meetings with team members and including quarterly reviews and monthly 1-1's for direct line report
- Recruiting and managing sufficient numbers of volunteers in line with the hospice's recruitment policy, to ensure adequate staffing levels are maintained at all times
- Ensuring all members of the team complete all necessary training including GDPR and Gift Aid within 3 months of joining the organisation
- Completing all returns and reporting requirements on a regular basis as defined by business requirements
- Ensuring financial cash handling and security procedures are adhered to by all members of the team at all times

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- Maintaining the premises in accordance with Health and Safety and Risk Management standards and to be responsible for the security of the location
- Working safely on your own in accordance with the lone working policy

Your competency framework is – you will:

Strategic Thinking and Setting Direction

- Proactively promote and engage in change and model the changes expected
- Work with colleagues and other professionals internally and externally to critically analyse practice and use evidence and feedback, both positive and negative, to identify options, risks and solutions
- Look ahead and track changing priorities, integrating information from multiple sources, analysing the impact, appropriately escalating risks and issues, and acting on emerging opportunities quickly and decisively

Sharing the Vision and Delivering the Service

- Have a flexible approach and establish ongoing plans to deal with the more complex and difficult issues
- Support, coach and mentor others, asking questions to empower them to work out the answers for themselves, enabling the team to perform at its best, sharing learning to build success within and beyond the team
- Contribute to shaping future plans together with the team, linking tasks to organisational goals, being mindful of resources
- Understand and interpret relevant legislation and accountability frameworks

Leading People

- Pay close attention to what motivates individuals in your team so that they can channel their energy, so they deliver their objectives
- Employ strategies to manage conflict of interests and differences of opinion
- Give people the belief that change is achievable and that their contribution matters, encouraging the team to identify problems and solve them
- Demonstrate that the health and wellbeing of your team are important to you
- Encourage the team to deliver on the shared purpose, as much as on their individual objectives, looking out for opportunities to celebrate and acknowledge high standards

In addition, we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process to help safeguard the welfare of patients, visitors, and staff and to take responsibility for reporting risks and managing risks as appropriate
- Always follow good infection control practice and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and considering any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time