



Job Description

Job Title	Grade/Salary
Retail Manager	£23,308 - £25,275
Accountable to	Responsible for
Deputy Head of Retail	Retail & Volunteer Workforce

<p>Job Purpose and Role</p> <p>The Retail Store Manager is accountable for the day-to-day management of the retail store and workforce in which they are allocated. The key objective is to increase income generation within the store in addition to ensuring a high standard of customer service is provided. This is a pivotal role in ensuring income generation and customer service excellence is achieved and maintained.</p> <p>The Retail Store Manager will undertake a team proactive approach to all aspects of the department’s service and immediately identify any potential risks and issues which will jeopardise income generation. All activities relating to operating an effective service will be delivered in an effective and seamless manner providing an excellent customer experience.</p> <p>To deliver sales/profit targets through the effective management and motivation of the shop team, including volunteers. They will exceed customer expectations by providing the highest quality service.</p> <p>The Retail Store Manager has a responsibility to actively contribute to Teesside Hospice’s published ambitions for the future and strategic objectives as well as abiding by and living the Teesside Hospice Values.</p>

Main Duties and key result areas	
Individual/Team	<ul style="list-style-type: none"> You are the main point of contact for the store team Work as part of the team to ensure business objectives are achieved. Ensure a professional service is provided at all times. Undertake store management elsewhere in the charity as required when demands dictate. Ensure you work effectively using good time management and workload prioritisation. Report any concerns or possible improvements to the Area Manager/Deputy Head of Retail/Head of Retail. Ensure a working understanding of all Policies and Procedures related to your role/dept.

	<ul style="list-style-type: none"> • Seek process improvements that will increase efficiency through the elimination of waste. • Undertake project work with colleagues across the organisation as required to ensure continuous improvement in current departmental working practices. • Develop and maintain positive relationships with all clients, employees, volunteers, managers and stakeholders. • Effectively manage all administrative tasks within the store. • Promote all the services of Teesside Hospice at all appropriate opportunity
Administration	<ul style="list-style-type: none"> • Maintain accurate sales records, both digitally and paper based to ensure consistency and accuracy across all records. • Maintain files and documents, archiving duplication and unnecessary files, where appropriate. • Undertake regular stock audits. • Ensure banking is done in a timely and safe manner.
Staff Management	<ul style="list-style-type: none"> • Ensure that Induction, probation reviews, check-in conversations and appraisals are undertaken and copies sent to the HR Team for inclusion on the persons file. • To actively plan your retail workforce shift cover and training to ensure effective running of the store, that ensures efficient customer service and a profitable operation. • Proactively recruit volunteers
Reporting	<ul style="list-style-type: none"> • Ensure regular provision of accurate workforce reports are submitted to the Head of retail in a timely manner on subjects such as; <ul style="list-style-type: none"> ○ Daily Sales ○ Stock levels ○ Customer Service
Store	<ul style="list-style-type: none"> • Ensure that the store layout is effective to generate maximum footfall • Ensure window display is themed • Ensure Health & Safety of customers is a priority • Ensure that agreed quality standards are maintained and exceeded where possible in compliance with Trading Standards.
Sales	<ul style="list-style-type: none"> • Lead the retail team to maximise sales profits by setting and maintaining standards of merchandising, stock control, and customer care. • Ensure that all sales targets and results are communicated and that all retail staff and volunteers are aware of, understand and are working to meet/exceed the agreed targets • Provide direction and support to the retail workforce to actively promote Gift Aid in order to maximise contributions from donations.
Stock	<ul style="list-style-type: none"> • Ensure maximum stock availability through effective stock control • Ensure stock are priced correctly • Ensure stock is quality checked • Ensure that stock is aligned to seasons • Ensure stock is continually reviewed, rotated and replenished. •

Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed

Date

Print name

Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Excellent people skills and the ability to form and maintain professional relationships	E
	Good administration and organisational skills	D
	Ability to work under pressure and in a busy environment	E
	Act in a professional manner and able to deal with people at all levels	E
	People Management/Supervisory Skills	E
Knowledge & Experience	Computer/IT Literate	E
	Be able to demonstrate at least 2 years' experience in a retail environment	E
	Be able to demonstrate at least 1 years' experience in a similar role	E
	Ability to motivate a team	E
	Knowledge of Health & Safety	D
	Cash Handling	D
	General Administration Tasks	D
Social Networking Experience	D	
Education & Qualifications	Education to include min GCSE pass (A-C) in maths and English	E
	NVQ level 3 in Retail Management	D
	Qualification in Customer Service	D
Personal Attributes/ Key skills	Team Working	E
	Managing the Customer Relationship	E
	The ability to multi-task and prioritise whilst working to tight deadlines	E
	Excellent communication skills both written and verbal	E
	Target Driven	E
	Ability to work with minimal supervision, taking responsibility for your own work.	E
	Willingness to travel and work in other store locations	E
Other	Leading Others	E
	Experience of working with volunteers	D
	Ability to drive and access to a vehicle when required as Shop Managers may need to cover other stores from time to time.	D