

**ROWANS HOSPICE CHARITY
ROLE SUMMARY**

Job Title	Associate Shop Manager
Department	Rowans Retail Movement between the retail shops may be required and your location may be subject to change.
Location	Rowans Hospice Charity (RHC)
Reporting to	Retail Manager
Job Purpose	The post holder will be responsible for the management of the shop including all retail operations. This will include the line management of all staff and volunteers at the site. The post holder will also support the Director of People Services & Income Generation in delivering excellent service to customers, assist in the promotion of the work of Rowans Retail and contribute towards maximising the success of the shops.
Key Accountabilities, Responsibilities & Tasks	
Departmental & Role Specifics	<p>Strategic role as Associate Shop Manager</p> <ul style="list-style-type: none"> • To take overall responsibility for managing your shop in line with Rowans Retail aims and objectives. • To communicate with the Retail Manager at regular agreed intervals (and immediately if urgent) on progress in your shop. • To propose action to him/her for improvements in the operations of the shop. • To maintain an awareness of developments in local shops, especially in the charity/low cost sector, updating the Retail Manager as required. • To maintain an awareness of the work of the Hospice and relevant local or national issues through press, media and local views. • To maintain and develop good channels of communication with colleagues in other Hospice Shops of the local communities and organisations. • To assist the Retail Manager as required in area wide initiatives, for example new shop openings, fashion shows, corporate opportunities, specific one-off initiatives and links to support the income generation initiatives from the Hospice. • To provide cover for Shop Managers from time to time in other shops as required by your Retail Manager. This would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice. <p>Optimising sales</p> <ul style="list-style-type: none"> • To ensure the shop meets sales targets set by the Retail Manager. • To initiate marketing campaigns and sales promotions to increase sales. • To ensure the shop is competing effectively with local competitors. • To ensure all staff maintain a high standard of customer care. • To promote the store in the local community.

- To maximise the sales potential of new goods and Christmas cards.
- Maximise the opportunities for Gift Aid and on all donations.
- Ensure all Gift Aid items are processed accordingly to maximise income for Rowans Retail.

Maintaining effective stock management & merchandising

- To control pricing in line with company policy.
- To ensure the highest possible resale value of donated stock.
- To control coding and processing of stock and to ensure quality control.
- To apply company display, merchandising and window dressing standards.
- To control stock density and rotation.
- To initiate local stock and sales promotions.

Staff management & training

- To take day to day responsibility for managing and delegating work to staff and volunteers ensuring satisfactory performance.
- To provide adequate supervision and an annual appraisal for paid staff.
- To recruit volunteers and provide induction and training.
- To lead and develop the staff/volunteer team in your shop, encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings.
- To attend area training programmes and liaise with/attend team meeting of managers.

Administration (as outlined in Shop Manual)

- To complete daily/weekly sales returns and brief Retail Area Manager as required.
- To ensure shop costs do not exceed agreed budget.
- To apply Trading Standards Regulations in the shop and ensure staff and volunteers are aware of these.
- To apply cash register procedures.
- To take action to ensure the shop is adequately staffed, setting and maintain staff and volunteer rotas.
- To control and requisition shop supplies.
- To bank takings using agreed banking procedures.

Premises management

- To ensure shop housekeeping is to company standard.
- To take day to day responsibility for shop exterior and interior.
- To ensure all shop equipment is kept in good working order.
- To inform Retail Area Manager of necessary repairs and maintenance

Security

- To act as main keyholder and delegate keyholding to other staff or volunteers within procedural guidelines.
- To ensure the security of shop takings.

	<ul style="list-style-type: none"> • To provide best circumstances for the personal security of staff and volunteers. • To ensure that security procedures are understood and implemented by all staff and volunteers. <p>General</p> <ul style="list-style-type: none"> • To carry out these tasks and responsibilities with an understanding of and commitment to the Rowans Hospice Charity equal opportunities policy. • To use new technology as required. • To do all within your powers to keep company property secure and in good working order. • To carry out any additional duties within the spirit of the post as required by the Retail Manager. • This role summary summarises the key role and responsibilities as Associate Shop Manager but there is a requirement for flexibility in this post as Rowans Retail grows and develops over time. • Whilst there are no direct clinical responsibilities, the Shop Management team has responsibility for the development, understanding and appreciation of the Hospice philosophy amongst the volunteer team within the shop and its customers. It is to be appreciated that many customers may be bereaved and former Hospice service users, therefore, there is a need to have an understanding of loss and bereavement and to assist and develop our shop volunteers to enable them to respond sensitively.
<p>Qualifications, Skills, Experience, Knowledge & Approach</p>	<p>All retail/warehouse skills are applicable to this role however, listed below are the key skills required of this role:</p> <p>Customer Focus</p> <ul style="list-style-type: none"> • Identifies and clarifies individual customer needs. • Treats all customers/donors with courtesy and respect. <p>Planning and organising to achieve results</p> <ul style="list-style-type: none"> • Remains focused when faced with competing demands and is able to multi task. • Able to use own initiative. • Able to communicate clearly verbally and in writing. • Good organisational skills. • Ability to work on ones own initiative. • Imaginative and innovative. <ul style="list-style-type: none"> • Principles of customers care and service. • Knowledge of Health and Safety. • Knowledge of the charity retail sector. • Good level of general education. • IT literate and numerate. • Role involves manual handling, sometimes heavy bags/items of stock. <p>All Rowans Hospice Retail behaviours are applicable to this role however, listed below are the key behaviours required of this role:</p>

	<p>Communicating with impact</p> <ul style="list-style-type: none"> • Communicates clearly and checks others have understood. • Listens to others' views, seeks clarification where needed. <p>Delivering Outcomes</p> <ul style="list-style-type: none"> • Understands the expectations of self and prioritises workload to meet goals, communicates and collaborates with others. • Builds strong customer and client relationships by putting the customer/client first and providing excellent customer service. • Through effective communication gets tasks done within agreed deadline and standards. <p>Honesty and integrity</p> <ul style="list-style-type: none"> • Speaks positively about the work of Rowans Hospice Charity. • Treats all others fairly, consistently and with respect. <p>Resilience</p> <ul style="list-style-type: none"> • Responds positively to change and encourages others to do the same. • Flexible and adaptable to changing needs and responsibilities. <p>General</p> <ul style="list-style-type: none"> • Ability to work additional hours. • Ability to work flexibly. • Understanding of hospice ethos.
Communication	<ul style="list-style-type: none"> • To communicate effectively and gain the co-operation of both staff and volunteers. • Good working knowledge and understanding of the Rowans Hospice Charity aims and objectives through its core values and behaviours. • Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. All staff and volunteers have a responsibility to report any circumstances where they feel vulnerable adults or children are being subjected to abuse to a senior manager.
Internal & External Contacts	<p>Internal – Volunteers & employees of RHC External – Customers, Donors</p>
Decision Making	<ul style="list-style-type: none"> • Freedom to make decisions within the boundaries of the job description • Responsible for knowing own limitations and when to seek help or advice
Mental and Physical Consideration. Working Conditions & Environment	<p>Due to the nature of the business, this job will include manual handling. The position of Associate Shop Manager may be physically demanding, with the necessity to carry large, heavy awkward loads in possibly difficult circumstances</p>

<p>Health & Safety</p>	<ul style="list-style-type: none"> • To apply company Health & Safety regulations in accordance with the shop manual by: <ul style="list-style-type: none"> - maintaining H&S records - undertaking required fire drills - ensuring fire equipment is correctly sited and serviced - ensuring electrical equipment is properly maintained - implementing risk assessment procedures as stated in the shop manual - to ensure that H&S procedures are understood and implemented by all staff and volunteers. • Post holders are required to take reasonable care for their own Health and Safety and that of others who may be affected by their acts or omissions and they should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required. • Should we become aware of any injury or physical problems which may escalate through your duties into a serious 'long term' or permanent problem, we reserve the right to have a medical examination carried out (at our own expense) to verify your fitness to carry out your duties.
<p>Assistance</p>	<p>Volunteers are a vital resource to the Rowans Hospice Charity and it is the responsibility of all staff to treat them with respect and to value their contribution appropriately. If a volunteer is assigned to assist you at any time, you will retain responsibility for the requirements of the job in terms of accuracy, efficiency and responsibility towards the volunteer in terms of Health and Safety.</p>

<p>General Data Protection Regulations</p>	
<p>Under the provision of the General Data Protection Regulation 2018 (GDPR), it is the responsibility of every employee and volunteer to ensure that all data, whether electronic or manual, is kept secure at all times. This includes data relating to patients, members of staff and volunteers. Data must not be disclosed to any unauthorised person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal. Further information can be obtained from the Confidentiality and Information Governance including Caldicott and GDPR compliance procedure.</p>	

<p>Rehabilitation of Offenders Act 1974</p>	
<p>This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the Rowans Hospice but must be declared in writing at the appropriate stage during the recruitment process.</p>	

<p>Signatures</p>	
<p>This Role Summary is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job alongside your KPIs. The Role Summary remains flexible to cope with the changing needs of the job and is subject to review in line with the services of Rowans Hospice Charity.</p>	
<p>Signed: Employee</p>	<p>Date:</p>

Signed:

Date:

For and on behalf of the RHC