

# Relief Shop Manager

## Job Description | September 2019

### Overview

Title:	Relief Shop Manager
Department:	Retail
Hours:	40 hours/5 days per week (worked Monday-Saturday)
Contract:	Permanent
Reports to:	Senior Shop Manager
Location:	Richard House Children's Hospice Charity Shop, Heathway, Dagenham, 3 days. Richard House Children's Hospice Charity Shop, Green Lane, Dagenham, 2 days. There is also a requirement to work in our other shops as needed and occasionally to attend work at Richard House Children's Hospice, E16 3RG
Role purpose:	The Relief Shop Manager is responsible for running a successful shop, working with and as cover for the Shop Managers. The role requires flexibility to be able to work at all of our other shop locations as needed.

### Key Responsibilities

#### Shop Management

- Be responsible and accountable for maximising shop profit by achieving budgeted income and controlling shop expenditure in line with budget.
- Maximise shop sales through proactive stock generation, optimum pricing, processing stock to agreed amounts and stock planning.
- Ensure that the shop is always well stocked with appropriate good quality items and that the stock is rotated in accordance with shop policy.
- Ensure that stock is displayed in an attractive manner, maintaining high levels of shop presentation by merchandising and housekeeping to agreed standards as discussed with the Shop Manager/Area Manager as appropriate.
- Ensure minimum losses of both stock and cash by following bank and till procedures and safeguarding the property of Richard House at all times, in line with Richard House policies and guidelines.
- Take responsibility for shop security (staff, premises, stock and money).
- In the absence of the Shop Manager, act as the key holder in the event of an emergency, keeping the Shop Manager, Area Manager and the Director of Finance & Operations informed of any issues.
- Maximise Gift Aid opportunities.
- Exceed customer expectations by providing the highest quality service.
- Methodically organise and store donated goods.
- Ensure items of potential high value are recognised, values sought and alternative avenues of sale where higher prices may be achieved researched and presented to the Shop Manager for discussion.
- Manual handling of stock – both sorting and lifting.

- Manage the clearance of rubbish and non-saleable clothing (rags) on a regular basis using agreed contractors.
- Process incoming donations, carry out daily banking, administrative tasks and reports.
- Complete all administration to standards and deadlines that meet the requirements for whom this work is produced.
- Adhere to all policies and procedures including those relating to compliance with health and safety responsibilities.
- Ensure the general Richard House shop policy is kept up to date and accessible to any shop team member.
- In the absence of the Shop Manager take the lead on health and safety at the shop premises, ensuring all shop checks are conducted and logged, conducting and reviewing risk assessments, and reporting accidents and near misses as required.
- Be trained and act as the First Aid appointed person.

## Volunteer Management

- Assist in the recruitment of new volunteers.
- Train new and existing volunteers.
- Provide overall day-to-day management of volunteers.
- Delegate duties to volunteers.
- Deliver targets through effective management of the shop team.
- Delegate duties to volunteers.

## Shop Network

- Cover day to day Shop Manager responsibilities during holidays and other absences.
- Provide cover for annual leave and sickness absence at our other shops.
- Have close communication with the Area Manager, Shop Managers and Relief Managers.
- Work closely with other shops, Richard House teams and external supporters as required in planning shop promotional activity, strategic initiatives and projects.
- Adhere to Richard House Children's Hospice's mission and core values, working together to expand.

## Person Specification

### Essential Skills, Experience and Knowledge

- Experience of working in a similar retail environment.
- Demonstrable track record of working to and exceeding sales targets.
- Full knowledge and understanding of Gift Aid.
- Previous experience of recruitment and managing staff and/or volunteers.
- Demonstrable excellence in customer service.
- Basic knowledge of Health and Safety and fire regulations with the ability to identify potential risks.
- Excellent planning and organisation skills.
- Computer literate with good understanding of using email and social media.
- Full knowledge and acceptance of equality and diversity regulations.

## Abilities

- Able to recognise stock potential in order to generate income.
- Able to communicate clearly and effectively both verbally and in writing.
- Able to effectively engage others and build positive and trusted working relationships.
- Able to coach, develop and motivate a team.
- Able to self-manage, take the initiative and prioritise own work effectively.
- Able to juggle and manage a varied and busy workload.
- Able to spot opportunities.
- Works methodically and has keen attention to detail.
- Able to record information and data accurately.
- Is physically fit to be able to handle stock.

## Qualities

- Has sound business acumen with the ability to drive business forwards.
- Has a long term vision of how to expand and be the best on the high street.
- Friendly and enjoys engaging with people.
- Enthusiastic and self-motivated.
- Has a positive and flexible approach to work.
- Can adapt to different environments and ways of working.
- A proactive problem solver who can create resolutions.
- Is level headed under pressure.
- Uses creativity and imagination.
- Is open-minded and embraces change and new ways of working.
- Can work effectively as part of a team.
- Is punctual.
- Committed to ongoing personal development and training.
- Has enthusiasm for and commitment to the work of Richard House.

## Safeguarding Rules

Richard House is committed to the safeguarding of children and vulnerable adults. This post is subject to a Disclosure and Barring Service check.

## Notes

In addition to the key responsibilities above, the post-holder is expected to carry out any other reasonably required duties.

This job description reflects the present requirements of the role. As duties and responsibilities change and develop the job description will be reviewed and is subject to amendment in consultation with the post-holder.