

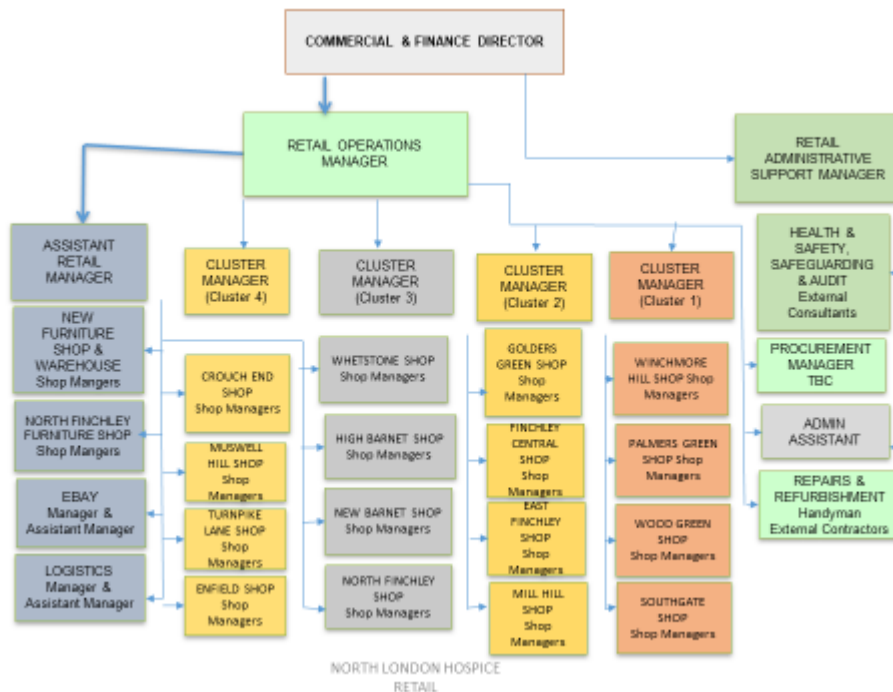
## North London Hospice Job Description

|                        |                                  |
|------------------------|----------------------------------|
| <b>Job Title:</b>      | Shop Manager                     |
| <b>Department:</b>     | Retail                           |
| <b>Location:</b>       | North London & surrounding areas |
| <b>Responsible To:</b> | Retail Operations Manager        |
| <b>Accountable To:</b> | Finance Director                 |

### Job Purpose:

To effectively manage the day to day running of the shop, when covering in the absence of the regular manager, with the aim of achieving optimum profit by maximizing sales and controlling direct shop expenses. Create an awareness of North London Hospice within the community, sourcing donations and ensuring that standards are maintained.

### Organisational Position (Illustrative)



### KEY AREAS OF RESPONSIBILITY

## **Financial**

- Achieve agreed sales targets.
- Be responsible for daily cashing up all till operations
- Safe custody of the monies and prompt banking
- Complete all associated administration, ensuring that weekly takings report is filled in and returned to head office on time.
- Monitor all expenses paid out and where required obtain proper approval.

## **Stock Management**

- Maintain a high standard of merchandising and display in both window and in-store.
- Manage all aspects of stock preparation;, ensuring the shop is sufficiently stocked and goods are priced correctly, continuously ensuring high levels of cleanliness.
- Encourage quality-donated goods and maintain record of gift-aid donations.
- Implement and manage an effective stock processing system in stock room and shop.
- Minimise waste and maximise return by ensuring all stock is processed properly and kept secure.

## **Personnel**

- Recruit, supervise, train and support volunteers.
- Ensure the shop is adequately staffed at all times, including during, days off and holidays, in order to have sufficient staff to maintain levels of service.
- In collaboration with the main charity office, orientate and train new volunteers ensuring they have job descriptions and other relevant information.
- Ensure that all instructions and information from the office are communicated to volunteers

## **Health and Safety**

- Ensure satisfactory health and safety compliance for self, shop volunteers and customers.
- Comply with Health and Safety policies and instructions.

## **General**

The post holder will:

- Demonstrate excellent customer service and promote good practice within the shop.
- Ensure that a standard of excellence is maintained at all times with regard to customer service and supporter care.
- Comply with North London Hospice policies and procedures, particularly in relation to security, health and safety and the processing of administration.
- Inform the Retail Manager or other appropriate staff of any concerns.
- Maintain a good standard of housekeeping, which creates an environment that is both pleasant and safe for customers, and volunteers.
- Engage and support fundraising and marketing initiatives.
- Be willing to work additional hours, represent the charity and perform additional duties as and when required.
- Operate as a member of the overall retail team, working and cooperating with other shop managers as appropriate.

## **Communications:**

- Communicate effectively with internal and external stakeholders

- Ensure working relationships are established and maintained
- Empathise when dealing with individuals who may have barriers to understanding

**Key Values:**

- **Trusting Relationships** – ensuring effective collaboration and team working
- **Adaptable** – ensuring continuous improvement
- **Learning & Developing** – ensuring continuous personal and team development
- **Good Communication** – ensuring clarity, respect and mutual understanding

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

- **Hospice Policies & Procedures**  
Adhere to all Hospice policies and procedures including confidentiality
- **Annual Performance Appraisal/ Personal Development**  
Each employee must cooperate and attend all appropriate mandatory and statutory training as required by the organisation and participate in the annual performance review programme
- **Equality and Diversity**  
To act in accordance with NLH Equality, Diversity and Inclusion Policy, which promote a culture which respects and values diversity and supports patients, visitors and staff in exercising their rights
- **Health and Safety**  
Ensure that all duties are carried out in line with NLH Health and Safety Policy and take responsibility for attending health and safety training as required
- **Corporate Image**  
Adopt a professional image at all times
- **Other Duties**  
Undertake any other relevant duties as requested by the Executive Team

**Note:**

This job description outlines the roles, duties and responsibilities of the post. It does not exclude any other duties of a reasonable nature and is not intended to detail all specific tasks. These duties may change along with the needs of the service and where this occurs the post holder will be consulted.

**Acceptance:**

I agree to undertake the duties of the job in accordance with the above

Signed: ..... (Job Holder)

Name: ..... (Print)

Dated .....

**NORTH LONDON HOSPICE**  
**Person Specification**

| <b>Criteria:</b>                                | <b>ESSENTIAL</b><br><i>(When applying for this job it is important you fulfill all these essential requirements. If you do not you are unlikely to be interviewed)</i>   | <b>DESIRABLE</b><br><i>(When applying for this job it is desirable you fulfill these requirements. However, if you do not you may still apply and may be interviewed)</i> | <b>HOW IDENTIFIED</b><br><br>A / C / I / P / R / T |
|---|--|---|--|
| <b>Qualifications / Knowledge:</b>              | Knowledge of safe and effective manual handling  | Knowledge of North London area  | I, A, C,   |
| <b>Experience:</b>                              | Experience of retail<br>Ability to work independently on own initiative and in a team environment<br>Experience of dealing with customers and providing excellent customer care<br>Experience of recruiting, managing and motivating a team.<br>Good organisation skills<br>Training of staff                      | Understanding of high street retail<br>Interest in fashion and collectables<br>Working with volunteers  | I, A, R  |
| <b>Personal Qualities / Abilities / Skills:</b> | Numerate with the ability to calculate figures and competently undertake administration<br>Demonstrate effective interpersonal skills<br>Flexible attitude and adaptable to change<br>Ability to work under pressure<br>Good time management and prioritisation skills<br>Ability to effectively organise and plan | .   | I, A, R  |
| <b>Physical Skills:</b>                         | Able to comfortably manage physically demanding work, i.e. frequent, heavy lifting<br><br>Must be able to pass Occupational Health assessment  |   | I, O   |
| <b>Equality:</b>                                | <i>Candidates should indicate an acceptance of and commitment to the principles underlying NLH's Equality, Diversity &amp; Inclusion and Health and Safety Policies.</i>   |   | I  |
| <b>Other Requirements:</b>                      | Commitment to the NLH Vision & Values<br><br>Comfortable working in an environment providing a service to people at end of life<br><br>The Hospice is a no-smoking environment   |   | I  |

**Key:** A = Application Form    C = Certificate    I = Interview    OH = Occupational Health Assessment  
R = References    T = Assessment/Tests/Presentation