

JOB DESCRIPTION

Job Title: Shop Manager

Reporting to: Retail Operations Manager

Location: Coburg Street, Kings Lynn.

Hours of work: 37.5 hours per week over 5 days (Monday to Sunday)

Annual Leave: 25 days increasing to 27 after 5 years' service and 29 after 9 years' service + 8 days in lieu of public holidays (FTE)

JOB SUMMARY

To maximise the contribution from the shop to Tapping House focusing on income and stock generation. To manage the team including volunteers by providing leadership, support and guidance. To ensure that the shop is used to promote the Hospice and its activities.

MAIN DUTIES

Sales and Profit

- Achieve sales targets from donated stock through effective processing and maximize profit through effective cost control.
- Maximise income from Gift Aid and ensure a satisfactory level of compliance an all Gift Aid procedures.
- Effectively analyse the shop's space management and take appropriate action to ensure sales are maximised
- Evaluate and implement additional fundraising activity within the shop including purchased goods, promotion of the lottery
- Implement all directives from the Senior Management Team

Stock Management

- Generate quality donated goods to achieve adequate processing targets in order to maintain agreed stock levels and space management
- Take a hands-on approach to ensuring the shop is well stocked
- Minimise stock loss through effective management and stock take of new goods
- Ensure that effective processing systems are in place within the stockroom to support the stock-levels needed on the sales floor

- Maintain compliance with all Health and Safety and Tapping House's policies and regulations

Shop Standards

- Maintain a high standard of merchandising and display
- Maintain a high standard of customer service
- Maintain a high level of cleanliness at all times

Staff & Volunteer Management

- Effectively recruit, train and support all volunteers ensuring they are able to maximise their potential
- Keep the shop adequately staffed at all times, including days off, lunch breaks and staff holidays, in order to maintain levels of service. Ensure cover for own holiday periods
- Ensure that all information and instructions received from retail meetings, emails and other communications are actioned and communicated clearly to all staff and volunteers when appropriate
- Ensure that staff and volunteers comply with Tapping House's policies and procedures

Administration

- To comply with the Hospice's financial and administration procedures as detailed in the training manual
- To manage paperwork effectively and that weekly figures and space management forms are completed in the expected time frame
- To ensure a satisfactory level of compliance on all Financial and Health and Safety procedures

Security and Health and Safety

- Ensure that all the Hospice's security procedures and policies are correctly followed at all times
- Comply with the Hospice's Health and Safety policies and instructions
- Ensure manual handling policies are followed

Other duties and responsibilities

- Be willing to work additional hours and to perform any other additional duties including covering others shops as and when required by the business
- Travel to meetings and training sessions as required
- Have knowledge of Tapping House's structures current activities
- Engage and support Fundraising and stock generation initiatives

- Build and develop positive internal and external relationships to ensure maximum income for our charity

General

- To uphold the Hospice's vision and values at all times



- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

Information Security, Confidentiality, and Records Management:

- The role requires adherence to organisational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in Information

Governance training, reporting potential security incidents, and managing records in accordance with Tapping House's Retention Archiving and Destruction of All Hospice Records Policy.

- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, and such will be necessary for a submission for disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.

PERSON SPECIFICATION Shop Manager

Attributes	Essential	Desirable
Qualifications and Training	Good standard of education	NVQ in retail
Experience and Skills	Retail experience Commercial awareness Knowledge of retail trends across all sectors Experience of managing a diverse team of people Good understanding of Microsoft packages including outlook and excel Experience of working with sales targets Good knowledge of correct moving and handling techniques and the ability to move heavier donations within health and safety guidance Strong interpersonal skills Flexible attitude and adaptable to change Able to use own initiative	Charity retail experience

Personal Attributes	Good physical fitness Team player Proactive and flexible Adaptable to change	Full UK driving licence and access to a vehicle
------------------------	---	--