

JOB DESCRIPTION

Job Title:	Deputy Shop Manager
Reporting to:	Shop Manager
Location:	8a Wales Court, Downham Market, PE38 9JZ
Hours of work:	15 hours per week over 2 days flexible 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 PURPOSE

To assist the manager in maximizing 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 in the Manager's absence. To ensure that the shop is used to promote the Hospice and its activities. Occasional lone working will be necessary.

MAIN DUTIES

To assist the Manager in achieving the following -

Sales and Profit

- Achieve sales targets and maximise profit through effective cost control
- 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 and gift aid
- 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 monthly stock take
- 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 The Norfolk Hospice 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 regional meetings, emails and other communications are actioned and communicated clearly to all staff and volunteers when appropriate
- Ensure that staff and volunteers comply with The Norfolk Hospice 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 The Norfolk Hospice Tapping House's structures and 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



Tapping House...

C A R E S
Compassion Accessibility Respect Excellence Spark

Our Vision
Every person affected by a life-limiting condition will be offered choice and access to excellent **rest-of-life** care and bereavement support.

Our Strategy

- > Ensure patients and their families remain at the **heart** of our service
- > **Grow** our sustainable income to cover annual costs and **build** reserves
- > Recruit and retain the **highest calibre** staff to enable the delivery of **excellent care**
- > Identify and embed a programme of continuous **quality** improvement
- > **Empower** staff, volunteers and communities through development and provision of **innovative** education programmes

 Tapping House
Living well, dying well, never alone

- 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.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Hospice at any time after discussion with the post holder.

**PERSON SPECIFICATION
Deputy Shop Manager**

	Essential	Desirable
Qualifications and Training	Good general education with excellent verbal, numerical and written skills	NVQ Level 2 Retail Skills or equivalent experience
Experience and Skills	<p>Experience of working in a similar retail environment</p> <p>Experience of cash handling, banking and security associated with the retail environment</p> <p>Ability to provide excellent customer service in an efficient and courteous manner</p> <p>The ability to motivate self and others</p> <p>Ability to work as a team member</p> <p>Provide leadership, supervision and staff support skills</p> <p>Personal organisation and time management skills</p> <p>Understanding of Sale of Goods Act</p> <p>Planning and administration skills</p>	<p>Experience of working with volunteers</p> <p>Experience of receiving donated goods</p> <p>Supervisory experience</p> <p>Basic knowledge of Health and Safety and Fire regulations with the ability to identify potential risks</p> <p>Ability to recognise stock potential</p> <p>Ability to research and generate highest sales value for donated goods income</p> <p>Knowledge of Gift Aid</p> <p>Good standard of IT skills to include Outlook and Microsoft applications</p>
Other	Good level of fitness due to the nature of the role	Full UK driving licence with access to a vehicle