



Nottinghamshire Hospice
adding life to days

JOB DESCRIPTION

Job Title	Assistant Community Shop Manager
Location	Radcliffe-on- Trent
Contract	Permanent
Hours	16 hours per week (Worked over two days and hours to be agreed with Line Manager)
Responsible To	Community Shop Manager
Responsible For	Volunteers
Division	Income Generation > Retail
Salary	£11.44 per hour

JOB SUMMARY

Nottinghamshire Hospice has a network of shops across Nottinghamshire. By selling donated goods, these shops generate a substantial level of income to support our care for patients and their families living in the communities where our shops operate.

Our shops receive goods donated by the local community which are sorted, priced, merchandised on the shop floor and then sold to raise as much money as possible to support our vital care across Nottinghamshire.

The Assistant Community Shop Manager supports the Community Shop Manager to manage a team of volunteers to achieve this and drive the shop in their local community. Our shops focus on empowering staff and volunteers to maximise their potential.

ORGANISATION CHART



DUTIES & RESPONSIBILITIES OF THE POST

Working With People

- Support the Community Shop Manager to manage and motivate a team of volunteers.
- Enable every individual to reach their potential within the shop by understanding their skills and experiences and utilising these to the maximum.
- Train volunteers in shop activities.
- Support the delegation of responsibility for different departments and shop activities to team members.
- Manage the team to achieve a high level of customer service.
- Recognise volunteers so they feel appreciated and motivated.
- Identify difficult situations and, communicate these to the Community Shop Manager.
- Implement systems and processes that comply with Nottinghamshire Hospice's policies and procedures including financial management, complaints and Health and Safety.
- Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of responsibility.
- Act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the retail team.

Maximising Income

- Manage the volunteer team to run key shop processes including sorting, selecting, pricing, merchandising and culling donated goods and serving customers.
- Support the Community Shop Manager to beat the agreed sales budget for the shop.

- Identify opportunities available to grow sales, and with support from the Community Shop Manager, undertake changes within the shop.
- Create an exciting shop floor experience that makes Nottinghamshire Hospice stand out from our competitors.
- Work with the volunteer team to uphold the standards of stock quality, pricing and style of merchandising within the shop.
- Maximise income from Gift Aid working within systems and processes in the backroom and front of shop.
- Work with volunteers to grow donor sign-ups and process gift aided stock efficiently.
- Work closely with the Community Shop Manager to ensure they are fully up to date with the activity of the shop.

Other

- Support volunteer recruitment and product sourcing approaches within the local community.
- Support the Community Shop Manager to embed the shop into the local community.
- Deputise for the Community Shop Manager in their absence.

PERSON SPECIFICATION

Essential

- Experience motivating people.
- Experience of targets and working within a team to achieve a target.
- Proven experience as a clear and positive verbal communicator.
- Experience managing conflicting priorities.
- Self-motivated, with an enthusiastic approach to work.
- Willingness to take on new challenges and to learn, grow and develop within a role.
- Experience using Microsoft Office programmes, email and the internet, and confident doing so.
- Understanding and commitment to the values and ethos of Nottinghamshire Hospice.
- Belief that equality, diversity and inclusion improves the working environment.

Desirable

- Experience of working with volunteers.
- Working knowledge of Health and Safety regulations and procedures.

WORKING CONDITIONS

- Weekend working is essential as part of the role.
- The role involves significant levels of manual handling and standing for significant lengths of time.
- Occasional travel is required for training and meetings.
- Some shop locations span more than on floor with no lift access.
- This job is subject to a driving licence check and motor insurance check for business use.

COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice. All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

EQUALITY, DIVERSITY & INCLUSION

Nottinghamshire Hospice is fully committed to supporting and promoting equality, diversity and inclusion best practice within our workforce, as well as with our patients and supporters.

We are on a journey to be an inclusive hospice where a culture to celebrate equality, diversity and inclusion is embedded and discrimination challenged together at every level. We warmly welcome those from all backgrounds - this diversity is important for our journey and values and enriches the services we offer. We particularly welcome applicants from minoritised ethnic communities, applicants with disabilities, and male applicants, as they are currently under-represented within our workforce.

Copies of the Equality and Diversity Policy are available on the Hospice's website / About Us / Governance / HR Policies and Procedures. This policy applies to all Nottinghamshire Hospice staff and relies on all staff to embed it into their day-to-day work, treat all people with respect and in line with the policy, and report any observed discrimination or mistreatment based on protected characteristics.

PERFORMANCE REVIEWS

The Hospice is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the General Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action, and may result in dismissal.

Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

JOB DESCRIPTION AGREEMENT

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.