



Nottinghamshire Hospice
adding life to days

JOB DESCRIPTION

Job Title	Community Shop Manager
Location	Beeston
Contract	Permanent
Hours	40 hours per week worked Monday-Sunday
Responsible To	Retail Area Manager
Responsible For	Assistant Community Shop Manager & Volunteers
Division	Income Generation - Retail
Salary	£24,800 per annum

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 Community Shop Manager will focus on empowering staff and volunteers to maximise their potential within the shops. The Community Shop Manager will make local decisions to drive their business within their community and will act as an entrepreneur to maximise every sales opportunity available.

They will lead a team of people, ensuring delegation of retail activity to team members and take on the team opinions and ideas. They will be supported by our Retail team to ensure the shop can grow and prosper.

ORGANISATION CHART



DUTIES & RESPONSIBILITIES OF THE POST

Leading People

- Provide inspired leadership and motivation for a team of staff and volunteers.
- Maximise the potential of every individual within the shop by understanding their skills and experiences and developing these.
- Develop, and then work to structures and systems that are easy for volunteers to work within and maximise the impact they can have within the shop. Train volunteers within these systems.
- Grow and develop volunteers to delegate responsibility for different departments and shop activities to team members.
- Set a standard for customer service and manage the team to achieve this.
- Provide a high level of management for the Assistant Community Shop Manager (for example appraisals, regular 1:2:1s and performance management).
- Recognise volunteers by connecting them to the work of Nottinghamshire Hospice so they fully understand their contribution and are appreciated and motivated.
- Identify difficult situations and, with support from the Retail Area Manager, manage these situations in line with policies and procedures.
- Implement systems and processes that comply with Nottinghamshire Hospice's policies and procedures including financial management, complaints and Health and Safety.
- Lead on all elements of shop health and safety including around people and property matters. Ensure all health and safety paperwork is completed to deadline.
- 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

- Strive to beat the agreed sales budget for shop donated goods, Gift Aid and new goods.

- Take an entrepreneurial approach to generating income within the shop, and take every step to maximise opportunities available to grow sales.
- Create an exciting shop floor experience that makes Nottinghamshire Hospice stand out from our competitors.
- Make local shop decisions for the quality of stock, levels of pricing and style of merchandising within the shop, and then lead a team of volunteers to uphold these standards.
- Maximise income from Gift Aid by creating robust systems and processes in the backroom and front of shop. Inspire volunteers to grow donor sign-ups and process gift aided stock efficiently.
- Create sales reports from the till system, and analyse and make decisions based on the data and trends these reports show.
- Work closely with the Retail Area Manager to ensure they are fully up to date with the activity of the shop, and are able to fully support the role to achieve target.

Community Impact

- Create a shop environment which represents Nottinghamshire Hospice to the local community, and promotes the values and ethos of the organisation.
- Drive volunteer recruitment within the local community to maximise the number of people who volunteer within our shop.
- Source donated stock from the local community, and focus on the key product lines that maximise income.
- Ensure that shop posters communicate with the local community and help to promote Nottinghamshire Hospice's shop, volunteer or donor offer.
- Firmly embed the shop into the fabric of the local community by being proactive in assessing opportunities within the community for the shop to get involved in.

PERSON SPECIFICATION

Essential

- Experienced in leading a team of people in an empowered way.
- Experience of motivating and developing people to achieve their potential.
- Comfortable delegating responsibility to team members, and understand management role in delegation.
- Driven by making money in the shop and inspiring people to exceed targets.
- A clear and positive verbal communicator.
- Open to change and taking on team members opinions when making decisions.
- Proven problem solver who can manage conflicting priorities and achieves positive outcomes.
- 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.
- Experience of taking an entrepreneurial approach to work by maximising every opportunity available.

- Experience of producing basic financial reports, and of making decisions based on the data these contain.
- 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 attending Area Meetings.
- Some shop locations span more than one 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.