



Job Description & Person Specification

Douglas Macmillan Hospice
Barlaston Road, Stoke-on-Trent, ST3 3NZ

t. 01782 344 300 f. 01782 300 344

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|------------------------|------------------------|
| Job Title: | Community Shop Manager |
| Responsible to: | Head of Retail |
| Published: | January 2020 |
| Last Updated: | February 2024 |

Department Function:

Douglas Macmillan Hospice operates over 20 community shops across Stoke on Trent and North Staffordshire as well as having a recycling centre, warehouse and an online offering via eBay. Collectively our retail operation generates over £5 ½ million each year to help fund Dougie Mac's hospice care services. We pride ourselves on being the best charity retailer in the local community and we are often seen as the face of Dougie Mac whether on the high street or in a local village. Our people make the difference to all we achieve. We have a great team who go the extra mile to ensure we offer quality items at affordable prices whilst delivering excellent customer service and maintaining the hospice's reputation, profile and identity.

Job Summary:

Our Community Shop Manager is responsible for the overall running of all operational aspects of one Dougie Mac Retail Shop, including; staff and volunteer management, quality of stock, shop layout, housekeeping and compliance aspects, all with the aim to meet an annual income and expenditure budget as a minimum.

Our Manager will provide effective leadership to the shop staff and volunteers to encourage interest and passion in all aspects of the retail business, attracting and engaging customers, donors and supporters.

Ensuring excellent customer service at all times is paramount. Upholding a great customer experience to maintain the "feel good factor" of "giving something back" is what our customers tell us is the primary reason why they shop and donate to a Dougie Mac Retail Shop. The renowned unique palliative care provided by Douglas Macmillan Hospice should be reflected in our charity retailing business, by always providing a wow personal experience.

Supporting the activities of all other shops and warehouse operations is also crucial to the role in helping to maintain the capacity and capability of our overall retail function to deliver an annual budget.

Are you interested?

To find out more or to apply please visit our website: www.dmhospice.org.uk or contact HR via **Telephone:** 01782 344300 or **Email:** applynow@dmhospice.org.uk for an application pack.

Registered Charity No: 1071613 Company No: 03615904



Key Working Relationships:

- Head of Retail
- Director of Income Generation
- Retail Team Leader
- Shop Deputy Manager
- Shop Supervisor(s)
- Retail Team
- Volunteer Services Department
- Local community and supporters

Main Duties and Responsibilities:

Operational:

- Maximise sales through selection of quality stock, good stock management and proactively generate donations of stock.
- Ensure good stock presentation, using good quality control and clear sorting practices, keen pricing strategies to match the stock quality, effective merchandising, astute floor layout and efficient stock rotation to ensure sales budgets are met.
- Receive and process donations from the general public ensuring robust stock to floor practices in accordance with Dougie Mac's guidelines, including applying Gift Aid protocols as required.
- Ensure the shop keeps and develops its unique selling points.
- To be confident in all aspects of the EPOS till system (Cybertill), including pricing stock, processing Gift Aid, handling monetary donations and administering exchanges and returns.
- Responsible for the day to day running of the shop which includes being a key holder, opening and closing the shop and ensuring the premise is secure.
- Ensure window displays are of high standard and checked regularly.
- Ensure trading times are adhered to by forward planning staff and volunteer duty rotas.
- Work with the Deputy Manager and/or Retail Team Leader well in advance to arrange cover from other shops when necessary to ensure the smooth operation of the business.
- Take a proactive role in local trading activities and ensure regular commercial feedback to the Head of Retail/Director of Income Generation.
- Coordinate the furniture operation within the store (where applicable), ensuring maximum income is generated from this income stream.
- Operate and maintain daily end of day clear down and tidy process to enable a clear start to the next trading day.

Management

- Utilise business information to inform and optimise the sales performance of the shop on a daily basis. Plan forward to ensure required is met.
- Manage and support staff and volunteers to empower and inspire the shop team to deliver an excellent customer experience and to deliver the annual income budget.
- Proactively work with our Volunteer Services Department to ensure shop volunteer levels are maintained.
- Undertake interviews, inductions and reviews for shop staff and volunteers, ensuring everyone is correctly trained to undertake their roles.
- Keep all staff and volunteers up-to-date with appropriate information from the hospice.
- Create and develop effective internal relationships within shops and across the organisation.

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- Attend training for personal development and attend meetings and events as appropriate to the role.
- Post holder will work from a base shop and will also be required to support at other shops when required (usually arising from days off, holidays, meetings, courses and sickness absence).

Financial:

- Monitor and ensure the shop annual income and expenditure budget is achieved as a minimum.
- Undertake financial processes in line with procedures, using the information system provided (currently CYBERTILL), during each working day. Ensure processes have been adequately followed on non-days of work as delegated.
- Overall day to day financial compliance with hospice policies and procedures.
- Carry out financial processes in line with procedures, using information systems provided.
- Ensure monetary donations are handled correctly.
- Assess shop Gift Aid results and ensure staff and volunteers encourage Gift Aid at all times and that Gift Aid donated stock is labelled correctly.

Communication:

- Create a warm, welcoming and professional atmosphere to customers, donors and volunteers.
- Ensure all shop staff and volunteers demonstrate excellent customer service at all times, dealing with the public in a helpful, friendly, compassionate and cheerful manner.
- Positively promote the work of Dougie Mac.
- Build effective relationships with customers and the community.
- Respond professionally to customer enquiries or complaints.

Compliance:

- High presentation of housekeeping standards, both in front and back of house.
- Adhere to retail processes and procedures required to undertake the role.
- Ensure all staff and volunteer mandatory and role specific training is completed as well as identifying any training needs for yourself, staff and volunteers.
- Ensure work is compliant in line with shop standards, particularly Health and Safety, Trading Standards and GDPR.
- Guarantee the health and safety of staff, volunteers and customers by: following policies, procedures, training and inspection report advices; observing, checking and exercising reasonable judgement to ensure potential hazards are eliminated.
- Ensure Gift Aid is offered to every customer and that processes and HMRC rules are adhered to.
- Report all incidents and adverse comments in a timely manner in line with hospice policies so we can learn from occurrences and improve working practises.
- Identify incidents and complaints that require urgent escalation to a Senior Manager.

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Dougie Mac Values:

Our mission is to deliver excellent **CARE** to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

Safety Health Environment (SHE):

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures

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- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc. and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

Quality:

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
 - Familiarise themselves with the policies and procedures relevant to their role.
 - Ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
 - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
 - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
 - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

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Person Specification:**Skills identified via: A = Application Form I = Interview - E = Interview Exercise/Assessment**

| Attributes | Essential | Desirable | How Identified |
|--|-----------|-----------|----------------|
| Qualifications & Training <i>Professional and post basic qualifications. Specialised training required for this post.</i> | | | |
| Good general level of education to GCSE standard or equivalent. | ✓ | | A & I |
| NVQ qualification. A-Level qualification. First Aid Trained. Health and Safety Trained. | | ✓ | A |
| Experience <i>Type and level of job related experience required</i> | | | |
| Evidence of working in a management or supervisory role within a busy Retail environment. | ✓ | | A & I |
| Experience of multi-tasking, prioritising workload and working with regular interruptions. | ✓ | | I & E |
| Able to deliver excellent customer service in a sales environment & ability to represent an organisation in a professional manner. | ✓ | | A & I |
| Payment handling experience, including card and cash handling and familiar with working on an EPOS till system. | ✓ | | A & I |
| Experience of leading and motivating a small team. | ✓ | | A & I |
| Experience of dealing with customer complaints. | ✓ | | A & I |
| Experience of leading and motivating a team of volunteers. | | ✓ | A & I |
| Skills & Knowledge <i>Type and level of job related experience required</i> | | | |
| Excellent communication and interpersonal skills. | ✓ | | I & E |
| Excellent organisational, time management and forward planning skills with the ability to work to timescales and deadlines. | ✓ | | I & E |
| Knowledge of manual handling of objects/stock or similar. | ✓ | | I |
| Excellent customer care skills with the ability to deliver and manage customer expectations and handle difficult and sensitive situations. | ✓ | | A & I |
| Knowledge of the local area. | ✓ | | I |
| Computer literate and ability to use Microsoft Office. Programs i.e. Word/Outlook & Excel. | ✓ | | A & E |
| Good standard of spoken English and numeracy skills. | ✓ | | I & E |
| Pricing and product knowledge. | ✓ | | I & E |

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|--|---|---|-------|
| Training, coaching and mentoring skills | ✓ | | I |
| Knowledge and appreciation of Charity Retail and Charity Commission guidelines and regulations. | | ✓ | A |
| Aptitudes & Attributes <i>Aptitudes and personal qualities required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i> | | | |
| Friendly, compassionate, diplomatic and tactful manner. | ✓ | | I |
| Self-motivated, confident and positive with a “can do” attitude. | ✓ | | I |
| Ability to successfully lead a “team” which includes volunteers whilst also committed to being a team player. | ✓ | | I & E |
| Ability to deal with conflicting demands and pressures. | ✓ | | I & E |
| Resourceful, creative with a “can do” attitude | ✓ | | I & E |
| Well organised with high standards of housekeeping, cleanliness and commitment to compliance. | ✓ | | I |
| Ability to maintain confidentiality and committed to the purpose and values of Dougie Mac Hospice. | ✓ | | A & I |
| Understanding and empathy of a hospice environment. | ✓ | | I |
| Other Job Requirements <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i> | | | |
| Able to work contracted hours on any of the 6 days the business operates, working flexibly to meet the shift requirements. | ✓ | | I |
| Cross promote other income streams i.e Gift Aid, weekly Lottery tickets etc. | ✓ | | I |
| Dress in a way that conforms to accepted codes of dress, termed smart but practical for business needs. | ✓ | | I |
| Able to meet the physical requirement of the role i.e: bending, lifting , carrying loads (sometimes heavy) and climbing stairs. | ✓ | | I |
| Be willing and able to provide emergency cover at any of our other Dougie Mac Retail shops should the need arise. | ✓ | | I |
| Access to a vehicle and have a driving license for attendance at Main Hospice meetings from time to time. | | ✓ | I |

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