

Job Description

Job title:	Relief Shop Manager
Reports to:	Shop Manager/Retail Coordinator
Accountable to:	Director of Fundraising
Based at:	Hospice Shops (Downham Market, King's Lynn, Snettisham) as required.
Salary:	£6.23 per hour (minimum £5,588 pa)
Hours:	One 7 ½ hour day per week based in the King's Lynn Shop and a minimum of 544 ½ hours spread throughout the year to cover Shop Managers' annual leave. With extra hours for sickness cover and other issues.
Annual leave:	25 days pro rata
Probation period:	There will be a probationary period of 3 months. During the probationary period, one week's notice in writing on either side will be required.

Background

The Norfolk Hospice delivers holistic palliative care in North and West Norfolk and the Fens by providing day hospice and home care to people with cancer and life limiting illnesses and support of their families and friends.

Job Purpose

The purpose of your role is to develop and implement a series of actions that maximises the shop's contribution to the Hospice with a focus on the people who donate their time and their gifts as well as creating a presence that ensures that the shop is at the heart of the community.

Job Summary

To provide relief to each of the Shop Managers to ensure the smooth running of the shop and to ensure current legislation and Hospice Shops Policies are adhered to in the absence of the Manager. To deputise for the Retail Coordinator.

Responsibilities

1. To provide relief cover within the shops in the absence of the Shop Manager. This includes:
 - a. Cover for one 7 ½ hour day per week in the King's Lynn Shop.
 - b. Cover for the Shop Managers' annual leave.
 - c. Cover for sickness and other issues as required.
2. Ensure timely dispatch of all necessary paperwork.
3. To bank takings at times agreed with the Retail Coordinator.
4. To maintain a clean and well-presented shop at all times.
5. To undertake training as necessary.
6. To promote the work of the Hospice, its services and other activities

Management Responsibilities

1. To ensure all Health & Safety/Fire Regulations are understood and complied with at all times.
2. Working closely with the Retail Co-ordinator to suggest strategies for increasing income from Hospice shops and to implement such agreed strategies.
3. To support the training and management of volunteers in all aspects of shop work and Health & Safety issues, ensuring compliance with the Hospice and Shops Policies and procedures and Health & Safety regulations.
4. To be responsible for the security of the shop, volunteers and stock at all times.
6. To have a proactive approach to volunteer recruitment

Personnel Responsibilities

1. To recognise indications of staff and volunteer stress and to facilitate appropriate support.
2. To participate in the induction of all new staff and volunteers as required by the Retail Co-ordinator.

Personal Development

1. To devise with the Retail Coordinator a personal development plan in line with the Hospice objectives and personal needs.
2. To maintain and increase personal professional skills.

Organisational Responsibilities

1. To work at all times within the Policies & Procedures of the Hospice.
2. To ensure effective use of resources.
3. To respect at all times the confidentiality of information covering patients, staff and volunteers.
4. To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
5. To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care. This job description is not necessarily exhaustive and maybe subject to review by the Retail Co-ordinator in conjunction with the post-holder.

Person Specification

Relief Shop Manager

Essential

- Have a very flexible attitude to work
- A team player who is an committed part of the Fundraising Team and who understands that the primary goal of the team as a whole is to increase income for the Hospice and have a flexible approach to the whole issue of fundraising
- The ability to work with volunteers and deal with the general public
- The ability to establish a rapport with people, enthuse, promote and motivate
- Be honest, trustworthy and have integrity
- Have stamina and determination
- Be punctual
- Good organisational skills
- Numerate and methodical in record keeping
- Have sympathy with the objectives of the charity
- Hold a clean driving license and have access to a vehicle
- Knowledge of Trading Standards legislation
- Prepared to travel to, and work from, each individual Hospice shop

Desirable

- Evidence of managing volunteers
- Ability to demonstrate literacy
- Previous computer use.
- Previous retail shop experience
- Previous charity shop experience