



JOB DESCRIPTION

Post Title: Store Manager

Responsible to: Cluster Manager

Responsible for: Sales team, including any paid staff and volunteers

ROLE: Responsible for the day to day operation and performance of the shop while ensuring that targets are met through excellent customer service, effective planning, good merchandising and stock control, housekeeping, presentation and volunteer cover. The role is also accountable for the promotion of Trinity and its purpose and support and development of our Gift Aid scheme. It will involve motivating and training shop volunteers and occasionally paid or scheme staff, managing Health and Safety issues and the individual will be able to work on his or her own initiative and as part of a team.

ACCOUNTABLE TO: Cluster Manager

RESPONSIBLE FOR: Shop staff, volunteers, shop unit.

OVERALL PURPOSE: Maximising sales and profits, achieving set targets, delivering high standards through the effective management of volunteers

Main Duties

Retail Management

1. To deliver high standards of customer service at all times.
2. To be responsible for the day to day management of the shops, in accordance with Trinity shops standards, ensuring set targets are met (including Gift Aid and Lottery sales) and income growth achieved.
3. To handle all donations of stock appropriately and effectively ensuring effective management of all stock resources received.
4. Merchandise and display creatively to ensure maximum sales and profit are achieved.
5. To ensure the appropriate and optimum pricing of all goods in the shop at all times.

6. Ensure accurate financial records are maintained and all necessary paperwork and progress reports as specified by the Retail Manager
7. Work effectively as part of a team.
8. To engage with customers, authorities, agencies and contacts in order to encourage good working relationships, an awareness of why Trinity matters and a network of customers and clients.
9. To develop and deliver a marketing strategy aligned with the operational requirements of the shop.

People Management

1. Actively encourage new volunteers to join the shop's team.
2. To be responsible for the effective recruitment, induction, management and development of volunteers (and where agreed paid staff) and be responsible for management of activities such as supervision and feedback of volunteers.
3. To be a co-operative and supportive member of the team, ensuring that all members are treated with respect and courtesy and highlighting any issues in your workload which may affect other members of the team.
4. Liaise with volunteer/paid or scheme drivers in order to gain maximum effectiveness from the use of the Hospice vans.
5. To liaise with the Retail Manager keeping him/her fully informed at all times.
6. Hold regular shops team meetings that keep the team involved and informed.

Legislative Compliance

1. To ensure all shops meet all legal requirements including H & S. Risk assessments to be done in a timely manner when required.
2. Ensure that stock meets Trading Standards compliance including electrical goods.
3. To ensure that all staff are aware and comply with Hospice policies and procedures.

Site Management

1. Ensure the day-to-day security of the shop's takings and stock.
2. Ensure building structure and shop equipment are appropriately maintained at all times. Report any defects or concerns.
3. Ensure clean hygienic working conditions.
4. Monitor any contracted companies and report to Retail Manager of outcomes.

5. Assist in the development of new shop locations as and when required.

Physical Effort Environment

1. Physically demanding, standing, bending, lifting, and walking.
2. Involves movement of donated goods (including furniture) up and down stairs or in and out of exterior premises.
3. Exposure to broken and dirty items – PPI provided.
4. Exposure to bereavement issues.

General

1. To attend meetings and training courses/events when required.
2. Other appropriate duties, (providing relief cover to other shops) may be necessary from time to time to ensure the smooth running of the shops.
3. To undertake appraisal and personal development review annually and through self-development, continuously update and improve knowledge and competencies.
4. To take responsibility for being up to date with current policies and procedures and adhere to these, including Trinity's Equality and Diversity Policy.
5. To be aware of the work, aims and objectives of Trinity Hospice and Palliative Care Services and promote at all times the Hospice philosophy, upholding the Trinity Core Values.

This role description is not definitive or restrictive. It will be periodically reviewed in the light of developing work requirements.

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