



JOB DESCRIPTION

Job Title: Store Manager

Accountable to: Cluster Manager

Responsible for: Day to day management of a shop and its team

Summary / Purpose:

Ensure smooth running of the store and that there is sufficient staffing and stock. To deliver the sales and profit targets within a Trinity Hospice Charity store through effective management, motivation and leadership within a team comprising of paid staff and volunteers. Exceed customer expectations by delivering high quality of customer service and adhere to all policies and procedures. Work closely with the Cluster Manager and the donation centre to ensure the effective day to day running of the store trading business. Develop and support appointed Sales Supervisors efficiently and effectively through mentoring, training and motivating.

Main Tasks and Objectives

Personnel

1. To inspire paid staff and volunteers, demonstrating leadership and direction. To motivate paid staff, volunteers and customers in order to realise the maximum benefit from donations.
2. To ensure the effective management of paid staff and volunteers. Challenging the team to make informed commercial decisions and to grow the business.
3. To recruit, train volunteers and paid staff, and be involved in all aspects of their induction.
4. To develop and be proactive in an ongoing volunteer recruitment campaign and to nurture a strong key volunteer base in all areas of the retail business.
5. To support the PDR process to ensure that all PDRs are completed in a timely manner and objectives are fulfilled.
6. To give support to paid staff and volunteers so they have the opportunity to develop their skills in the role.

7. To maintain and develop beneficial working relationships with other Trinity departments to further the organisation's objectives, including appropriate attendance at TMT and volunteer meetings.
8. To uphold the reputation of Trinity Hospice in promoting the Trinity Hospice brand by maintaining high store and personal standards, projecting a warm, appreciative and welcoming attitude towards customers, donors, volunteers and paid staff.
9. To promote a customer care approach within the retail business, investigating complaints or issues of poor customer care both timely and efficiently.
10. To effectively communicate with the Cluster Manager, paid staff, volunteers and other Trinity personnel, cascading information as relevant.
11. To advise the Cluster Manager of any performance or other issues within the store and ensure they are addressed in an appropriate and timely manner.
12. Ensure that the store rotas are set out at least 4 weeks in advance and everyone understands their rota. Cover for holidays and days off in conjunction with the Cluster Manager.
13. Prepare and complete all stores administration inclusive of cash handling and banking to the highest standard, accurately and on time, always adhering to company policies and procedures.

Performance

1. To assist the Cluster Manager, developing, implementing and monitoring the retail business plan and budget.
2. To achieve budgeted sales, net profit, gift aid, volunteer base and other KPIs as agreed, to motivate volunteers and paid staff to achieve this.
3. To ensure expenditure is best value for money, and that invoices are appropriately authorised.
4. To assist in providing management information to monitor performance, seize opportunities and make informed decisions taking appropriate remedial action as required to achieve budgeted sales and net income contributions and develop and drive the business forward.
5. To ensure adequate staffing levels and that the store is effectively managed and compliance with policy and procedures.
6. To develop and grow a commercial and customer focus for retail ensuring awareness of competition, retail sector trends and current trading opportunities.
7. To take responsibility for personal and professional development.

Product

1. To promote and drive high standards of display and effective merchandising, observing high street trends and supporting hospice events where possible.
2. To monitor stock in store ensuring adequate supply, rotation, pricing and grade.
3. To identify methods of stock generation in conjunction with the Donation Centre Manager.

Property

1. Provide guidance on refits, ensuring refit carried out at the optimum time, within budget and appropriate for the store, using insured and capable tradespeople.
2. Report any urgent maintenance or health and safety issues to the Cluster Manager or Head of Retail as appropriate. Ensure staff adhere to maintenance policy.

General Responsibilities

1. To undertake all mandatory training as required by Trinity Hospice & Palliative Care Services and participate in appropriate in-service training as and when required.
2. Maintaining the strict confidentiality of all information acquired especially with regard to patients, staff, volunteers and donors.
3. To undertake an appraisal and personal development review annually and through self-development, continuously update and improve knowledge and competencies.
4. To be a co-operative and supportive member of the Trinity management team, ensuring that all members are aware of any issues in the post holder's workload, which may affect other members of the Trinity team.
5. To manage all volunteers and ensure a strong communications network with the aim of developing effective working relationships. Provide regular feedback to assist with motivation, performance management and continued support.
6. To take responsibility for being up to date with current policies and procedures and to adhere to these.

7. Co-operating fully in the introduction of any new technology and new methods as appropriate.
8. To promote at all times the Hospice philosophy and uphold the Trinity core values.
9. As a Store Manager you may be asked to work in other stores or other duties as required.

PERSON SPECIFICATION

Store Manager

ATTRIBUTE	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none"> • Excellent numeracy And literacy. • NVQ level 4 in Retail Management or equivalent qualification or work experience 	<ul style="list-style-type: none"> • City & Guilds 7300-01 Introduction to Trainer Skills Qualification
Knowledge	<ul style="list-style-type: none"> • Computer Literate 	<ul style="list-style-type: none"> • Understanding of Health and Safety
Experience	<ul style="list-style-type: none"> • Retail background • Management experience • Ability to motivate the team 	<ul style="list-style-type: none"> • General Admin • Experience in using social networking • Logistics experience
Key Skills	<ul style="list-style-type: none"> • Ability to manage a team • Good communication • Ability to plan ahead • Evidence of excellent customer service skills. 	
Other	<ul style="list-style-type: none"> • Ability to work with minimal supervision, taking responsibility for your own work and your team's work. 	Experience working with Volunteers

	<ul style="list-style-type: none">• Positive attitude to all aspects of work• Target driven• Flexible attitude to work• Approachable and friendly manner	
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