



## **Job Description – Store Manager**

Reports to: Area Manager

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

### **Role Summary**

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 involves 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 their own initiative and as part of a team.

### **Overall Purpose**

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

### **Main Duties**

#### **Retail Management**

- Deliver high standards of customer service at all times.
- Manage the shop daily in accordance with Trinity shop standards, ensuring targets (including Gift Aid and Lottery sales) are met and income growth is achieved.
- Handle all donations of stock appropriately and effectively, ensuring efficient management of all stock resources.
- Merchandise and display creatively to maximise sales and profit.
- Ensure appropriate and optimum pricing of all goods in the shop.

- Maintain accurate financial records and complete all necessary paperwork and progress reports as specified by the Retail Manager.
- Work effectively as part of a team.
- Engage with customers, authorities, agencies, and contacts to foster good relationships and awareness of Trinity's mission.
- Develop and deliver a marketing strategy aligned with the operational requirements of the shop.

### **People Management**

- Actively encourage new volunteers to join the shop's team.
- Recruit, induct, manage, and develop volunteers (and where agreed, paid staff), including supervision and feedback.
- Be a cooperative and supportive team member, treating all with respect and courtesy.
- Liaise with volunteer/paid or scheme drivers to maximise use of Hospice vans.
- Keep the Retail Manager fully informed at all times.
- Hold regular shop team meetings to keep the team involved and informed.

### **Legislative Compliance**

- Ensure all shops meet legal requirements including Health & Safety. Complete risk assessments in a timely manner.
- Ensure stock meets Trading Standards compliance, including electrical goods.
- Ensure all staff are aware of and comply with Hospice policies and procedures.

### **Site Management**

- Ensure the day-to-day security of the shop's takings and stock.
- Ensure building structure and shop equipment are appropriately maintained. Report any defects or concerns.
- Maintain clean and hygienic working conditions.
- Monitor any contracted companies and report outcomes to the Retail Manager.
- Assist in the development of new shop locations as required.

### **General**

- Physically demanding role involving standing, bending, lifting, and walking.
- Movement of donated goods (including furniture) up and down stairs or in and out of premises.
- Attend meetings and training courses/events as required.
- Provide relief cover to other shops when necessary.
- Undertake annual appraisal and personal development review, and continuously update knowledge and competencies.
- Stay up to date with current policies and procedures, including Trinity's Equality and Diversity Policy.

- Promote the work, aims, and objectives of Trinity Hospice and uphold the Trinity Core Values.