



## **JOB DESCRIPTION: SHOP MANAGER**

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<b>Date:</b>	October 2022
<b>Position:</b>	Shop Manager
<b>Responsible to:</b>	Senior Shop Manager
<b>Key Relationships:</b>	Retail Assistant Shop volunteers Director People Quality Community Fundraising Team Volunteer Co-ordinator Human Resources/Payroll Office Customers Other Shop Managers

### **Purpose of position:**

To manage the operation of the shop in an efficient and effective manner, to set and achieve annual operating plan and to meet agreed annual financial budgets. To lead and support the team of paid staff and volunteers who staff the shop. Ensuring every experience at the shops is positive, regardless of outcome. To work as part of the extended retail team to ensure that the group goals are achieved

### **Key Responsibilities:**

- To manage the shop in an effective manner, working collaboratively with shops staff and volunteers to achieve agreed weekly/monthly targets.
- To co-ordinate the safe and efficient receipt, storage and sorting of donated goods, ensuring items are available for sale in a timely manner.
- To ensure adequate quantities of appropriately-priced stock is available for sale at all times.
- To oversee the co-ordination of collection of donated goods, and to deliver sold items, as arranged.
- To ensure that proper financial records are kept and that Hospice financial policies are followed.
- To ensure the Hospice Shop is opened on time and is secured at the end of each business day.
- To ensure that sufficient trained volunteers are recruited and thoroughly on boarded and available to meet the daily operating requirements of the shop.

- To supervise and manage shop volunteers, including management of the daily roster, ensuring that shop guidelines are fully understood and followed.
- To train volunteers with regard to shop/Hospice policies and procedures, e.g. for cash handling, using the till, operating EFTPOS, sorting goods, etc.
- To liaise with the Volunteer Co-ordinator on volunteer employment, induction and training.
- To ensure new volunteers fill out the Volunteer Application Form, and forward completed forms to the Volunteer Co-ordinator promptly.
- To train and induct new volunteers, including completion and sign-off of the Volunteer Induction Form.
- Ensure all new volunteers are allocated suitable duties and hours, including ongoing support.
- To foster a positive environment with active leadership and support for volunteers so they feel valued as members of the organisation.
- To effectively manage and resolve any conflict that may occur.
- To maintain a safe and healthy working environment for volunteers, other staff, and customers, consistent with Arohanui Hospice's health and safety policies, ensuring any incidents or accidents involving volunteers, staff or customers/visitors are recorded on the appropriate form and submitted to the Health and Safety officer within required timelines.
- To ensure the shop is kept clean and tidy at all times, including the bathroom facilities.
- To ensure volunteer rosters are prepared regularly and communicated to volunteers
- To ensure items of value are identified and forwarded to the Fundraising Administrator for valuation and/or auction.
- Ensure daily takings are counted each day, and banked by 11:00am the following morning.
- To complete daily records of shop takings, and petty cash expenditure (if any).
- To prepare monthly reports on the shop's operation, including any relevant volunteer-related issues, for the Director, Strategy and Operations.
- To promote the shop through appropriate advertising/marketing initiatives, in consultation with the Fundraiser – Supporter Management, Communications and Marketing.
- Take responsibility for the health and safety of yourself and others, in partnership with the organisation.
- Ensure all hazards are identified and reported.
- To act as a Brand Ambassador for Arohanui Hospice representing that brand when working with corporate relationships and by attending Networking events

## Person Specification

### Qualifications and Experience:

- Able to demonstrate strong and successful retail and staff management experience (at least five years).
- Able to demonstrate experience in the use of office technology, including Microsoft Word, Excel and Outlook.
- Experience in cash handling essential.
- Prior experience of managing staff and/or working with volunteers preferred.

### Skills and Abilities:

- Good level of commercial acumen.
- Understanding of the charity and not-for-profit sector.
- Friendly and approachable manner.
- Able to communicate at all levels and to be fully understood.
- High degree of self-responsibility, drive and initiative.
- The ability to organise workload of self and others, assign priorities, manage deadlines and establish workable systems and processes.
- Able to take initiative, find solutions and is comfortable with responsibility.

### Flexibility

It is essential that the appointee to this position is able to work flexibly and co-operatively by:

- Being available to cover for assistant shop managers in the event of planned or unplanned absence, sickness etc.
- Being available to work school holidays and other holiday periods such as Christmas and New Year if required to, and by prior agreement.
- Being available to work on special Hospice events (Heritage Sale etc) if required.

## Signatures

**Position Holders Name**

**Signature**

**Date:**