



JOB DESCRIPTION: SENIOR SHOP MANAGER

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| Date: | February 2024 |
| Position: | Senior Shop Manager |
| Contract: | Permanent Part-Time |
| Responsible to: | Retail Manager |
| Key Relationships: | Assistant Shop Managers Storeman 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 shop as a business unit, to manage the day to day running of the Arohanui Hospice Shop in an efficient and effective manner, to achieve agreed annual financial budgets and sales targets, and to lead and support the team of staff and volunteers who staff the shop.

Key Responsibilities:

Team Management

- Provide leadership and development of team members (Staff and Volunteers) to ensure they are motivated, supported and suitably trained
- Manage all staff on the Team on a co-operative basis, including the development and review of individual performance plans and giving regular objective feedback
- Lead and manage the production and implementation of the Team's long and short term management plans within the context of the retail- and organisational strategic plans
- In conjunction with the Retail Manager, develop action plans and monitor progress, ensuring key performance indicators are monitored and reported on, and targets are achieved
- Maintain open communications with all Hospice staff
- Participate in recruitment of suitable staff
- Ensure team members complete the orientation of staff/volunteers in line with agreed process and within agreed timeframes
- Attend and actively participate in team meetings/activities/projects
- Ensures that Vision, Kaupapa and Values are integrated into everyday work and clearly understood
- Participate in Hospice events, wellness activities and initiatives

Strategic Leadership

- Work with the Retail Manager to develop and implementation policies and procedures for the shops in line with policy development guidelines, including maintaining retail handbook
- Work with the Retail Manager to set strategies and actions for the continuous development of the shop

Financial Management

- In partnership with the Retail Manager, manage the shops approved annual budget of income and expenditure, with ongoing monitoring and evaluation.
- Contribute to establishment of budgets within timeframe requested
- Oversee required financial and cash handling practices and ensure banking completed in a timely manner
- Oversee the purchase and availability of relevant consumables within allocated budget
- Participating in annual business planning
- Seeking ways to reduce costs without compromising quality, by actively managing and reviewing expenditure on high cost items and ensuring prudent use of resources
- Seeking ways in increase revenue, add new lines of income, introduce new audiences etc

Operational Management

- Recognise and value the roles, skills and strengths of all members of the team
- Provide necessary coaching to staff and volunteers as required when individual or team development issues have been identified
- Provide specific constructive feedback to staff and volunteers ensuring privacy/confidentiality as necessary
- Adhere to the Arohanui Hospice Code of Conduct
- Provide a monthly report either in writing or in person to the Retail Manager

Community Engagement

- Work to form networks within the community to support the shops operations, corporate relationships, volunteer pathways, community services.
- Represent Arohanui Behaves in a manner that reflects the values of the hospice

Communications and promotions

- Distribute information across teams regarding Hospice services, events and future plans with team
- Establish clear and effective communication processes within areas of responsibility
- Role modelling positive communication
- Look for positive solutions and encourage positivity
- Develop a marketing approach for the Retail network, supported by the Marketing & Fundraising team
- Ensure integration of marketing, fundraising, and communications into retail operations
- Liaise with other local retailers re area/community activities
- Promote Hospice services by direct links with customers and suppliers (by counter work and other promotion)

Trading

- To maintain cashbook of daily takings and transactions
- Banking – to ensure that each shop banking is reconciled daily
- Work within the constraints of relevant legislation and bylaws
- Arrange for secure containment of property and premises ensuring Managers are aware of the processes
- Ensures safe staffing levels are in place at all times
- Responsible for volunteer staff orientation package and education

Continuous Quality Improvement

- Works towards implementing a proactive continuous quality improvement culture which reflects current trends and the Arohanui Hospice Values
- Documents quality improvement activities and ensures any opportunities for continuous improvement activities are reported as they arise.

Demonstrate understanding of the Treaty of Waitangi & its principles, & integrates this in practice

- Demonstrates and reflects the ability to integrate the principles of the Treaty of Waitangi in practice.
- Is aware of protocols and practices when working with Māori.
- Is able to develop partnerships with Māori health providers to contribute to cultural safety in the workplace.
- Has an awareness, and will respond appropriately to individual needs.

Health & Safety

- Contribute to maintaining a safe and hazard free work environment by proactively identifying and managing hazards
- Ensure any visitors brought into the workplace are aware of and remain compliant with the relevant health & safety policies and procedures
- Carry out work in a healthy and safe manner encouraging and assisting others to work in the same way
- Reporting and rectifying any unsafe workplace conditions/practices by cooperating, supporting and promoting health and safety actions and initiatives in the workplace
- Understand and comply with the health and safety processes and procedures
- Keep your knowledge of identified hazards up-to-date
- Organisational Compliance with the Health & Safety in Employment Act is ensured
- Arohanui Hospice is not exposed to unnecessary risk or costs associated with non-compliance

Legislation, Regulations and Organisational Policies

- Seek to honour principles of The Treaty of Waitangi both in spirit and in the letter of the law relating to the Treaty
- Shows sensitivity to diversity and cultural complexity in the workforce and patient population
- Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information
- Promote the vision and Kaupapa of Arohanui Hospice in all dealings
- Be familiar with and adhere to the provision of all relevant acts and regulations, organisational policies and relevant procedure manuals

Professional Standards

- Maintain relevant qualifications, including registrations and practising certificates, required for legal and safe practice
- Keep yourself up to date on knowledge, best practices and legislation relating to your work
- Make a personal contribution towards effective and efficient working relationships with your team and other Arohanui Hospice Teams
- Ensure you carry out your work in a way that is customer focused and meets professional standards
- In conjunction with your manager, identify your own training needs and plan to meet these needs
- Manage your own time and prioritise your work effectively
- Comply with conditions and terms of your contract/agreement
- Respect and maintain the confidentiality of information obtained, including but not limited to, electronic, written and verbal information
- Comply with all policies and procedures
- Participate in Annual Performance Review

Confidentiality

- Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information
- Strict confidentiality of patient, applicant and employee information is maintained at all times

Quality & Innovation

- Participates in and actively promotes Continuous Quality improvement within the role
- Documents quality improvement activities
- Ensures any opportunities for continuous improvement activities are reported as they arise
- To manage the shop in an effective manner, working collaboratively with assistant managers and volunteers to achieve agreed weekly/monthly financial budgets.
- 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 co-ordinate the 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 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.

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.

GENERAL RESPONSIBILITIES OF AN EMPLOYEE OF AROHANUI HOSPICE

The following responsibilities are shared by all Arohanui Hospice staff. Please read this section carefully as it contains important information that applies to your role every day.

| Values | Behaviours |
|---|--|
| <p>Rangatiratanga Know the way, show the way We each lead by example</p> | <ul style="list-style-type: none"> • Wherever we are in the organisation we are each responsible for its success. • We strive for continuous improvement in every aspect of our work. • We create value and quality by setting high standards for ourselves, using our initiative and good judgement, respecting and supporting the roles of others. |
| <p>Whanaungatanga Together we are more</p> <p>We are connected by a powerful common purpose, enriched by each other, and bound by mutual respect for our cause</p> | <ul style="list-style-type: none"> • Understanding and valuing the part each person contributes is essential to our success. • We know the sum of our efforts is greater than the parts. So we stand together, shoulder to shoulder, never losing sight of our obligations to our families, our community, our stakeholders, our business partners and to each other |
| <p>Manaakitanga The power of human kindness</p> <p>We are thoughtful and responsive. We operate with integrity in our dealings with others</p> | <ul style="list-style-type: none"> • Thoughtfulness, warmth and kindness are central to our identity and enhance our mana. People are precious; we care about their safety and holistic wellbeing. We take pride in our services and in sharing them with others |

Kaitiakitanga

We are all part of a legacy

We have been entrusted with the wellbeing of our service and we are honour-bound to protect it and prepare it for the future

- Our duty to our community is important to us.
- Our services are precious (taonga), we protect and nurture them.
- We are innovative and creative in working towards ensuring that all our operations are sustainable – economically, socially, environmentally and culturally.

Declaration

I have read and understand this position description. I understand that this position description does not specify every task to be undertaken and that I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position. This position description may evolve over time and may be amended by the employer following reasonable notice to me. I sign as confirmation of understanding and acceptance of the role and its key areas of accountability and expected outcomes and behaviours.

Employee's Signature: _____ **Date:** _____

Name: _____