

Job Description

1. Job Title: Retail Shop Manager-Chesterfield Shop

Reports to: Area Support Manager

Accountable to: Deputy Director of Income Generation

Job Family: Managerial and Specialist

Range: A

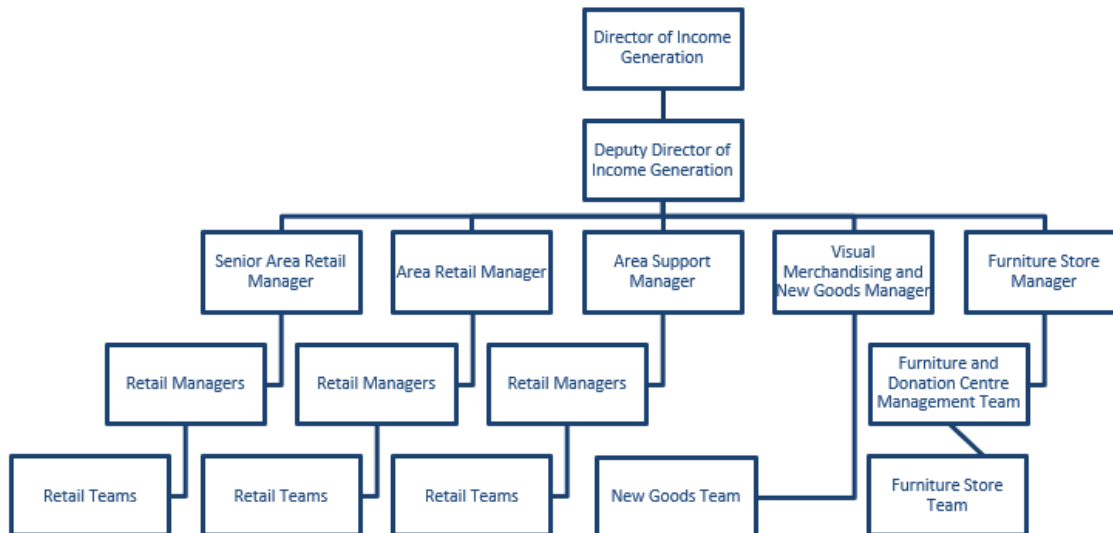
Date: February 2025

2. Job Summary

The post holder will develop and effectively manage an Ashgate Hospice Shop achieving store income targets and forging strong links within the local community, acting as an Ashgate Hospice Ambassador to promote the hospice.

The post holder will be values-driven, forward thinking and dedicated to fostering a respectful, compassionate and inclusive workplace culture by living and upholding Ashgate values and behaviours in daily activities ensuring that all staff and volunteers feel valued and heard.

3. Organisation Chart



4. Main Duties & Responsibilities

INCOME GENERATION

- Achieve and where possible, exceed, shop income and expenditure targets on a weekly, monthly, and annual basis monitoring and taking actions on any areas of shortfall.
- Take a leading role in identifying any areas of opportunity within income generation, expenditure and/or donation levels locally.
- Actively research and monitor local competitor activities and retail industry trends, to develop and implement innovative sales, visual merchandising, and donation ideas.
- Establish and maintain high standards of visual merchandising throughout the shop creating innovative displays and maximising use of window and internal display opportunities.

TEAM MANAGEMENT & DEVELOPMENT

- Support and promote a respectful, compassionate and inclusive workplace culture by living and upholding Ashgate values and behaviours in daily activities ensuring that all staff and volunteers feel valued and heard.
- Contribute to the leadership and management of team members, fostering a collaborative environment where team members support each other in overcoming challenges and achieving goals.
- Encourage and coach the development of your direct reports, supporting and encouraging decision making and problem-solving scenarios.
- Lead by example and adhere to all Ashgate Hospice policies and procedures.
- Work closely with the People Services team to recruit, onboard, train, develop and retain employees and volunteers ensuring that this is effectively managed and staffing levels are in line with requirements.
- Be responsible for the line management of your direct reports providing support through objective setting, annual reviews, one to ones and agreement of personal development plans
- Work closely with the People Services team and your designated HR Business Partner to ensure all aspects of people management are well managed and appropriately addressed in line with the organisation's HR policies, procedures and values e.g. Recruitment and selection, annual reviews, disciplinary, grievance and absence management
- Take the lead on regular team meetings where open discussion is encouraged creating a safe and inclusive environment to drive continuous improvement and information sharing.

STOCK

- Monitor stock quality and donation levels working alongside the Donation and Distribution Centre Manager and Area Retail Manager to implement appropriate action as required.
- Work closely with the New Goods and Visual Merchandising Manager to develop New Goods display plans, incorporating seasonal changes in line with Peak trading.

CUSTOMER EXPERIENCE

- Act as an Ashgate Hospice Ambassador within the local community, proactively driving an excellent Customer and Donor experience, ensuring that all customers are valued by staff and volunteers.

- Proactively promote Ashgate Hospice events, campaigns and key messages ensuring all point of sale held within the Shop is up to date and as per brand guidelines.
- Maintain good relations with the local community, councils, landlord and neighbouring retailers.

COMMUNICATIONS

- Ensure staff and volunteers are fully briefed on all Ashgate Hospice news, developments, work and campaigns.
- Attend Retail Shop Manager Meetings, Cluster meetings and other meetings set by Ashgate Hospice, cascading information to the team as appropriate.
- Conduct regular team meetings within the shop for staff and volunteers, updating them on the progress of the retail, the hospice, the Ashgate Hospice strategy and the overall business objectives and targets.

HEALTH AND SAFETY/SECURITY PROTOCOLS

- Working with the Health and Safety Manager, ensuring all H&S risk assessments, standard operating processes, PAT testing and monthly Health and Safety checks are completed.
- Ensure all working processes are conducted safely and in line with Fire and Health and Safety Legislation, raising any concerns with you line manager.
- Ensure that all staff and volunteers follow the correct cash handling and stock handling procedures within the shop at all times, providing feedback and further support where needed.

OTHER DUTIES

- Ensure all daily and monthly administration is completed promptly, transferred to the relevant department, or filed securely in store within Ashgate Hospice guidelines. This includes including finance paperwork, petty cash receipts, HR documentation and volunteer records.

5. Personal Development

- Through the annual review process, agree individual objectives and develop a personal development plan linked to team and individual objectives.
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- Attend external events where appropriate to deepen understanding of specialist area and/or leadership
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- Demonstrate continuing Professional Development, develop new skills as required

6. Communications & Working Relationships

- Customers, donors and supporters
- Staff and volunteers
- Trustees
- Leadership Team
- Extended Leadership Team
- Retail Operations Team
- Local Authority/community groups
- Key suppliers, contractors and other service providers

- This Job Description describes the main duties of the post holder and is not exhaustive.
- This Job Description will be reviewed with the post holder as part of the regular performance review.
- This Job Description does not form part of the Contract of Employment.

PERSON SPECIFICATION

Job Title: Retail Shop Manager

1. Attainments/Qualification (assessed by Application, Interview or Test)	
Essential GCSE English Language and Maths at grade C/4 or above in or equivalent qualification (A)	Desirable Continued personal development within the Retail Sector (A) Leadership/management training (A)
2. Skills (assessed by Application, Interview or Test)	
Essential Good organisational and time management skills (A,I) The ability to plan and prioritise workloads and delegate accordingly (A,I) Excellent people management and leadership skills with the proven ability to manage and motivate others to achieve exceptional results. (A, I) Ability to establish and maintain effective working relationships with staff and volunteers at all levels and from a wide variety of backgrounds (I,T) Excellent communication skills (verbal and written communication) with the ability to summarise and present ideas and information to influence at all levels. (A, I, T) Excellent numeracy skills, which will ensure clear understanding and control of budgets, procedures, processes and profitability (A,I) Competent in use of MS Office (A,I)	Desirable Well-developed commercial awareness (A) Visual Merchandising experience (A,I) An understanding and belief in the aims and objectives and values of Ashgate Hospicecare (A, I)

3. Knowledge/Experience (assessed by Application, Interview or Test)	
Essential Knowledge of cash handling/Banking protocol (A,I) Understanding of/ability to demonstrate health and safety best practices. (A,I)	Desirable Knowledge and experience of the recruitment process (A) Experience of working at management level in a retail environment (A)
4. Other factors (assessed by Application, Interview or Test)	
Essential Personal integrity and ability to live the hospice values (I) Willingness and commitment to continual professional development (A)	Desirable