

RAINBOWS HOSPICE FOR BABIES, CHILDREN AND YOUNG PEOPLE

JOB DESCRIPTION

Job Title:	Shop Manager
Salary Band:	H
DBS required:	Basic/Standard/Enhanced
Responsible to:	Head of Retail
Accountable to:	Director of Income Generation & Marketing
Responsible for:	

Job Summary

To manage one of Rainbows' shops, achieving agreed income and profit levels by the efficient and effective management of staff, volunteers, premises and stock.

To provide a high quality retail service in relation to agreed performance targets and standards, including the provision of exceptional customer care, driving customer loyalty, and ensuring the shops present a professional public face of Rainbows Hospice on the high street.

Key Responsibilities

Business Planning and Financial targets.

- Maintain the shop's income and profit potential
- Carry out correctly any agreed promotions and assist Rainbows with its own seasonal promotions to achieve agreed targets
- Ensure that each shop has sufficient saleable stock taking positive action to generate donations from the general public and other sources
- Encourage eligible donors to sign up to the gift aid scheme in accordance with guidelines and meeting agreed targets
- Monitor stock turn around ensuring there is sufficient new stock on the shopfloor at all times
- Achieve budgeted income and profit figures and proactively address any fall in income
- Work with the eBay Manager to maximise the sale value of donated items including through the use of online resources such as eBay and Depop

Customer Care

- Ensure that the Assistant Manager and voluntary staff deliver an exceptional standard of service to customers at all times
- Ensure all customer queries and complaints are dealt with promptly, to the satisfaction of the customer and following Hospice policy

Safety and Security

- Ensure that all statutory responsibilities are met, including Trading standards, Fire regulations and Health & Safety Regulations
- Hold shop keys, opening and closing the premises for trading hours and responding to emergency call out if and when necessary
- Ensure that all working areas of the shop are efficiently and safely organised.
- Ensure that all premises are secure and staff remain security conscious and are following the correct procedures

Stock

- Assess space management on the shopfloor ensuring best selling lines are correctly merchandised
- Monitor the income for recycled stock.
- Process donations ready for sale ensuring the best possible return for all items
- Ensure the shop has a high standard of display and projects a quality retail image
- Maintain stocks of new goods for sale following Rainbows Hospice procedures

Inter-departmental

- Work with the Supporter Relations Team to promote Rainbows fundraising events and other initiatives as required.
- Liaise with the stores supervisor to promote Rainbows merchandise in the shop

Marketing and Representation of Rainbows Hospice

- Enhance the image of Rainbows through the delivery of a professional retail service
- Present the face of the Hospice on the High Street by providing accurate information and signposting individuals appropriately.
- Maintain good relations with the public, trade councils, landlords and neighbouring retailers

Staff

- Ensure that the shop has the correct level of cover throughout the year, covering when and where necessary in yours and other shops across the region for annual leave or sick leave.
- Recruit quality reliable voluntary staff.
- Identify specific training needs for staff and volunteers.
- Delegate appropriate tasks to volunteers and ensure they are fully trained and able to carry out the tasks required of them
- Lead a team of volunteers to ensure they each individually remain motivated and engaged with the business

Administration

- Ensure all administration is actioned, mailed and filed correctly.
- Ensure that all administrative and financial procedures are followed including banking, weekly returns, maintenance of petty cash account, performance returns, and volunteer records.

General

- Undertake any other appropriate duties required to achieve performance targets and realise the full potential of the shops.
- Undertake such training as is agreed with the Head of Retail

Training and Development

- To attend staff development programmes, training courses, conferences as deemed necessary.
- To attend compulsory staff meetings
- To take responsibility for attendance at mandatory training sessions as deemed necessary by the organisation

Data Compliance and Confidentiality

- In line with national legislation, and Rainbows policies, must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.
- To comply with all Rainbows policies and procedures on Data Protection, Confidentiality, and Information Security.

Behaviours and Values

- To promote, uphold and demonstrate the Rainbows values.
- To work actively and positively as part of the wider hospice team, demonstrating a desire and ability to build relationships with colleagues across all teams.
- To be able to manage time and projects effectively and efficiently and respond to shifting priorities and workloads with ease.
- To be proactive in seeking out support and finding new ways to encourage supporters to participate in our activities.
- To act always in a professional manner, respecting the needs of colleagues and co-workers, working collaboratively to ensure a harmonious work environment, and following our code of conduct at all times.
- Rainbows recognises the valuable contribution that volunteers make across the whole organisation, and we expect all employees to be able to support and work effectively with those who choose to volunteer with us.

Our Values:

- One Team – Working together with fairness and respect.
- People Centred – Championing inclusivity, compassion, and clarity.
- Aim High – Adapting, learning, and sharing our expertise.

- Own It – Focused, committed, and accountable.

Safeguarding Children and Vulnerable Adults

- To comply with Hospice and Leicester City LSCB Policy, Procedures and Practice
- To follow hospice policy regarding the management of safeguarding concerns.
- To access mandatory safeguarding training and demonstrate competence at the required level.

Equality, Diversity and Rights

Rainbows Hospice for Children and Young People is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or belief, age, or sexual orientation. Our objective is to deliver high quality services that are accessible, responsive, and appropriate to meet the diverse needs of different groups and individuals. As such, we will continue to take action to ensure that staff and volunteers employed by Rainbows Hospice are culturally aware and treat every person with dignity, respect, and fairness, in a way that is sensitively responsive to differences and similarities. Unlawful discrimination and other forms of exclusion have no place within Rainbows Hospice.

Responsibilities

- Support and uphold the equality, diversity, and rights of all individuals, including children, young people, their families, staff, and volunteers.
- Actively promote the consultation and involvement of children, young people, and families in decision-making processes.
- Adhere to and work in alignment with the Hospice's Equality and Diversity Policy.

Health and Safety

- To carry out duties placed on employees by the Health and Safety at Work Act 1974.
- To comply with Health and Safety Policy.
- To take reasonable care for the Health and Safety of themselves and others who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- To not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, or welfare in the pursuance of any of the relevant statutory provisions.
- To be aware of and adhere to current policies regarding infection control at all times.

General

- To maintain a high standard of personal hygiene and presentation.
- To act at all times in a professional manner, respecting the needs of colleagues and co-operating to maintain a harmonious working environment.
- Undertake any additional duties as may be reasonably required by your Line Manager.

This job description is subject to amendment and may be changed from time to time.

Enquiries: