



## **JOB DESCRIPTION**

<b>Job Title</b>	Retail Support Manager
<b>Department</b>	Retail
<b>Responsible to</b>	Lead Support Manager
<b>Line manager responsibility for</b>	Shop Volunteers / Assistant Shop Manager
<b>Hours</b> (occasional Sundays)	37.5 per week, 5 days to be worked over Mon to Sat

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### **1. Job Purpose**

To contribute to Fundraising for St. Oswald's Hospice by covering for unplanned absences for shop managers in any of St Oswalds retail outlets while maintaining and maximising profits and sales targets for each shop covered.

This role will also assist with the co-ordination and operation of external retail/fundraising events and promote the ideals of St Oswald's Hospice through its retail outlets.

To be responsible for the effective operation of a shop(s), promoting the ideals of St. Oswald's Hospice and being a positive ambassador.

To contribute to the fundraising of St. Oswald's in order to achieve maximum profit and sales targets.

To be responsible for the day to day running of the shop(s), optimising sales and maintaining effective stock management and merchandising.

To recruit, manage and train shop volunteers.

To recruit, manage, train and appraise Assistant Shop Manager(s)

To carry out shop administration.

To ensure St. Oswald's policies and procedures are adhered to at all times.

### **2. Key Tasks / Duties and Responsibilities**

To deputise for Retail Shop managers in their absence, fulfilling all daily operating tasks.

To carry out tasks and responsibilities with an understanding of and commitment to St. Oswald's equal opportunities policy.

To use and support the implementation of new technology as required

#### **Optimising Sales**

To initiate marketing campaigns and sales promotions to increase sales.

To understand the relevant market forces and issues in the locality and therefore ensure the shops are competing effectively with local competitors.

To ensure all staff and volunteers maintain a high standard of customer care.  
To promote the stores in the local community.  
To promote gift aid.

### **Maintaining Effective Stock Management & Merchandising across shops in the cluster**

To ensure the control of pricing of items for sale  
To ensure the highest possible resale value of donated stock.  
To apply suitable display, merchandising and window dressing standards.  
To control stock density and rotation.  
To initiate local stock and sales promotions.

### **Volunteer Management & Training**

To take day to day responsibility for managing and delegating work to volunteers ensuring satisfactory performance in the absence of the manager.  
To provide adequate supervision for volunteers.  
To provide training for all volunteers and document this in conjunction with the shop manager.  
To recruit volunteers.

### **Administration**

To apply Trading Standards Regulations in the shop and ensure volunteers are aware of these.  
To apply St. Oswald's financial procedures.  
To take action to ensure the shop is adequately manned, setting and maintaining rotas in conjunction with the shop manager.  
To complete a weekly summary sheet.  
To complete gift aid paperwork.

### **Premises Management**

To ensure shop housekeeping is to St. Oswald's standard.  
To take day to day responsibility for the maintenance of the shop interior in conjunction with the shop manager.  
To ensure all shop equipment is kept in good working order.  
To inform Line Manager of necessary repairs and maintenance.  
To follow and comply with risk assessments.

### **Security**

To act as a key holder.  
To ensure the security of shop takings.  
To provide the best circumstances for the personal security of volunteers.  
To ensure that security procedures are understood and implemented by all volunteers.

## **4. Risk Management including Health & Safety**

To adhere to St Oswald's Health and Safety policy as set out in St Oswald's Health and Safety policy statement.  
To attend all health and safety training St Oswalds deems mandatory.  
To adhere to the responsibilities for line managers as set out in the relevant St Oswalds policies related to the management of risk.  
To attend all induction and ongoing risk management and health and safety training for line managers as required by St Oswalds.

To monitor and maintain a safe working environment and working practices at all times and report any unsafe conditions or potential hazards.

To ensure staff and volunteers attend Health and Safety induction and update training as required.

To ensure that good manual handling practices are followed and volunteers are adequately trained.

## **5. Working Relationships and Team Working**

To establish effective working relationships with colleagues and work as part of the Fundraising Retail team contributing to the successful operation of the function.

To develop strong working relationships with all shop managers, staff and volunteers to ensure the smooth operational running of St. Oswald's.

To work in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and thereby generating a positive image of St. Oswald's.

To contribute to the maintenance of St. Oswald's credibility and reputation in the area.

To work as a positive team member at all times and in accordance with St Oswald's Respect at Work Policy and Procedure.

## **6. Conduct**

To behave in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and thereby generating a positive image of St Oswald's.

To adhere to all St Oswald's policies and procedures to ensure that these are maintained at all times.

## **7. Self-Development.**

To undertake appropriate personal development and maintain, develop skills and knowledge as determined by the annual review and development meetings and subject to the availability of resources.

## **8. Other**

To undertake any other duties as appropriate within their competence and general level of responsibility of the post as required by the Lead Support Manager from time to time.

To carry out any other duties deemed appropriate by the Lead Support Manager.

The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

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**DIMENSIONS OF POST:** Day to day management of shop including supervision of volunteers and line management responsibilities for Assistant Manager(s).

**RISK ASSESSMENT:** Task based risk assessments are under taken for all shops

**DISCLOSURE / LEVEL** An Enhanced Disclosure and Barring Service check is required for this post because it requires the supervision of children and vulnerable adults.

**PREPARED BY:** Andrew Moir, Head of Retail, October 2021

**PERSON SPECIFICATION**  
**Retail Support Manager**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	Basic secondary education, no formal qualifications	Grades A-C Maths Grades A-C English
<b>SKILLS</b>	Excellent customer service skills Good verbal and written communication skills Good organisational skills Working with the public & volunteers Skilled in handling varied workload and prioritising tasks for self and others IT skills to include Microsoft office software. Able to empower and motivate others, managing and addressing performance issues	Volunteer management Retail management skills
<b>PERSONAL QUALITIES</b>	Able to develop good working relationships and communicate effectively. Able to lead and work as a member of a team. Self motivated. Resilient. Adaptable	Empathy with St Oswalds values and environment
<b>KNOWLEDGE</b>	High volume retailing	Trading Standards
<b>PREVIOUS / MINIMUM EXPERIENCE</b>	1 year's relevant retail experience	Some experience of At least one years' experience of successfully leading a team fundraising
<b>OTHER</b>	Flexible and willing to adapt working pattern and location depending on operational demands Full, current driving licence	Access to a car