

Post:	Shop Manager
Reports to:	Regional Manager
Base Location:	High Street Mall - Portadown
Department	Retail
Salary Range:	£24,323 to £26,097 per annum*
Contract:	Permanent
Hours:	37.5 hours – 5 days Monday to Saturday

**Whilst the full salary range is advertised, our approach to starting salaries is to appoint at the lower end of the range. This ensures that pay progression steps are available to reward our colleagues annually based on their contribution to excellence and alignment to our values and behaviours.*

Purpose of the Role: The post holder will be responsible for maximising net income earned from the Hospice shop and be accountable for the effective management of finances, staff, volunteers, stock, premises, and administration. They will deliver high standards of customer care and ensure that the image and reputation of the Northern Ireland Hospice is maintained.

Duties and Responsibilities:

Income Generation

- Maximise sales of donated goods and seasonal merchandise, consistently achieving sales budgets/targets.
- Implement efficient systems to sort, date, price, and prepare donated goods. Establish and maintain regular sources of stock through effective networking.
- Organise and promote special events and promotions to capitalise on local opportunities and enhance the shop's visibility.
- Drive gift aid sales conversion rates through new donor acquisitions and fostering repeat donations.
- Uphold superior standards of shop presentation through meticulous merchandising and exemplary housekeeping practices.
- Ensure cash handling procedures are followed, deposits are timely, and the EPOS till system is operated correctly.

Management

- Establish and maintain relationships with customers, community representatives, and volunteers to ensure a consistent flow of stock.
- Act as a key-holder and liaison with relevant authorities maintaining the shop's physical and operational security.
- Maintain high standards of cleanliness. Uphold safety standards and ensure compliance with fire and health regulations.
- Organise special events and promotions to drive sales.
- Ensure compliance with trading standards and health regulations.
- Ensure adherence to opening/closing schedules.
- Support neighbouring shops and Hospice activities as needed.

Customer Service

- To provide an excellent customer experience and to have a good overall knowledge of stock.
- Manage complaints efficiently and effectively.

People & Development

- To be responsible for the daily management of the shop team, including performance reviews and absence management
- To effectively recruit, induct, manage, train, and develop paid staff and volunteers in the shop to agreed procedures and standards, ensuring necessary cover is maintained during the agreed opening times of the shop.
- Identify training needs for the shop team.
- Attend, where appropriate, training courses relevant to the development of the role
- Promote awareness of relevant training courses and development opportunities to others within the team

Administration

- To complete all administration to required standards and deadlines.
- To manage controllable costs, expenditure, and petty cash.
- To ensure minimum losses of both stock and cash by following till and banking procedures.
- To adhere to all Policies and Procedures including those relating to the Health & Safety of premises and team.
- Embracing changes and development of new IT and operational procedures across the charity.
- Ensuring sufficient shop cover through effective management of team resources e.g. rotas, holidays, and lieu time.

General Responsibilities:

- Provide courteous and respectful service in line with Hospice values.
- Demonstrate commitment through regular attendance and task completion.
- Familiarise with and comply with Hospice policies and procedures.

- Uphold Hospice values and code of conduct in all interactions.

Valuing Diversity and Equality

All staff should carry out their duties in accordance with the principles of valuing diversity and equity of provision. It is the responsibility of all staff to support the Hospice vision by promoting a positive attitude to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment and to manage, support or comply through the implementation of the Hospice's Equal Opportunities Policy.

This job description is neither definitive nor exhaustive and may be changed to meet the changing needs of Northern Ireland Hospice.



OUR VISION is that infants, children and adults with life-limiting and life-threatening illness and their families receive excellent and compassionate palliative care, thereby, maximising their quality of life.

In pursuit of this vision, our Mission is to inspire and deliver excellent and compassionate specialist palliative care via effective service models underpinned by exemplary education, innovation, and research.

Underpinning this strategy are **OUR VALUES** which we will strive to live by daily.

WE BELIEVE IN:

A culture of respect and acceptance without distinction or judgement, where everyone can belong.

Acting with courage, compassion, and integrity to add value to all that we do.

Being pioneering, professional and accountable to deliver our very best.

"We are an equal opportunities employer, and we welcome applications from all suitably qualified persons"

Job Specification

Essential Criteria

1. 2+ years' retail experience in a supervisory/management capacity within the clothing or houseware market.
2. Experience of sales floor merchandising and stock display.
3. Experience in the training and development of others.
4. 4 GCSEs, including English Language and Maths at Grades A-C (or equivalent qualifications) and basic IT skills. *Applicants who do not have the specified minimum qualifications will be assessed on their ability to demonstrate, by virtue of their experience and/or other relevant information, their competence to meet the demands of the post.*

The following will be measured at interview.

5. Ability to be innovative and creative within sales development.
6. Effective interpersonal and organisational skills.
7. A team player, hands-on manager who is self-motivated and resilient, with a positive and proactive outlook, with the ability to motivate others.
8. A Flexible approach to working hours.
9. A genuine interest in promoting the aims of Northern Ireland Hospice.

DESIRABLE CRITERIA

- Experience of working in and a good operational understanding of the culture within the charity shops sector including an awareness of Gift Aid
- Knowledge of the laws relating to charitable trading.
- Experience in dealing with environmental health and trading standards officers.

Conditions of Employment		
	Requirement	Assessment
1.	The Right to Work in the UK.	Provide original Right to Work documentation
2.	Provide 2 satisfactory references, one being from the most recent employer at managerial level	Give the name and contact details of referees in the application form.
3.	Able to fulfil the Occupational Health requirements for the post which includes being physically and mentally fit for the purposes of the work.	Complete and return the Medical Questionnaire and attend an Occupational Health Assessment, if required.

Job Description

4.	Successful applicants will be required to go through an Access NI check.	Access NI check
5.	Qualification	Certificates