

**Job Description**

**Job Title:** Bookshop Manager

**Spinal Point Range:** 7,8,9

**Hours: 30**

**Department**: Retail

**Location:** Retail sites throughout Herefordshire and surrounding areas

**Reports to:** Retail Area Manager

**Responsible for:** between 20 to 40 volunteers

**Financial Responsibilities:** Income target of £100,000 to £150,000 per annum (inc online trading)

**Job Purpose**

To manage all aspects of a retail site to ensure efficient trading and to maximise income and profit.

**Responsibility Areas**

**Retail Management**

* Ensure that financial targets on income and expenditure are reached
* Manage KPI’s and retail objectives to ensure all targets are met
* Deliver and implement a high standard of customer service at all times and ensure that team also deliver high standards
* Merchandise sales areas to increase income potential depending on season
* Manage stock levels to ensure full income potential is achieved
* Manage the reporting suite of financial data from the EPOS system, ensuring that daily and end of week financials are accurate
* Manage EPOS reporting system to increase potential income through space management and stock levels
* Manage specific stock for online trading to obtain optimum income
* Manage the Retail Gift Aid scheme and ensure that it is captured and maximised on donation of goods
* Responsible for retail site pricing structure in accordance with retail pricing policy
* Comply with all financial procedures with regard to daily cash handling and reconciliation and that appropriate paperwork is completed.
* Ensure that weekly paperwork is completed and sent to Head Office
* Take responsibility for the delivery and stock-taking of all new bought-in goods
* Ensure that all Hospice retail policies and procedures are followed

**People Management & Communication**

* Train and manage a team of volunteers approx 20-40
* Ensure that hospice safeguarding procedures are followed
* Actively participate in volunteer recruitment
* Organise staff and volunteer cover for holidays and sickness through electronic Cascade system
* Communicate with other retail managers to co-ordinate the requirement for stock supplies
* To attend regular Managers Meetings at Head Office
* To co-ordinate and manage regular team meetings within the shop
* Supervise onsite contractors when necessary

**Legislative Compliance**

* Ensure compliance with all Hospice H&S policies and procedures
* Ensure compliance with all relevant Trading Standards
* Ensure that GDPR is adhered to in all areas
* Participate in risk assessments with Area Manager
* Manage, monitor and record all regular Fire and H&S checks

**Recycling & Waste Management**

* Manage all areas of recycling to provide maximum income from this source
* Ensure safe waste management procedures are adhered to

**Property Maintenance**

* Monitor and communicate any maintenance issues to Head Office
* Ensure the security of the building at end of day via security alarm system
* Attend out of hours emergency call outs when necessary- main key holder
* Ensure that all equipment is safe to use and that all routine annual checks are documented
* Administer the rules of good housekeeping in all areas

**Person Specification**

**1) Specialist knowledge and experience**

* Level 2 NVQ in Retail Management/ Leadership or relevant experience
* Retail experience to include managing a large team of staff or volunteers, and maximising income and meeting sales targets
* Knowledge of online trading
* Knowledge of Health &Safety, Manual Handling and Trading Standards
* Intermediate IT skills

**Desirable**

* Experience of charity retail management
* Experience of managing volunteers
* Knowledge of Electronic Point of Sale (EPOS)
* Commercial awareness of valuable items

**2) Skills and behaviours**

**Essential**

* **Leadership:** Motivates and empowers others in order to reach organisational goals.
* **Customer Focus:** Puts the customer first and is eager to please them. Works hard to meet customer needs
* **Commercial awareness:** Understands the competitive environment and applies commercial principles. Views issues in terms of cost and profits,
* **Action orientation:** Demonstrates a readiness to make decisions, take initiative and originate action.
* **Interpersonal sensitivity:** Interacts with others in a sensitive and effective way. Respects and works well with others.
* **Resilience:** Maintains effective work behaviour in the face of set-backs or pressure. Remains calm, stable and in control of themselves.
* **Planning and organising:** Organises, prioritises and schedules activities and resources. Sets up and monitors timescales and plans.

**3) Special conditions**

* Regular handling of soiled and broken materials, including potential contact with needles, requiring personal protective equipment e.g. uniform, gloves.
* Regular manual handling of heavy and bulky stock including removing stock from customers vehicles
* Lunch breaks sometimes disrupted due to business demands
* Contact with bereaved individuals
* Occasional threatening behaviours
* Possibility of lone working

**Our values**

* Respect, dignity and the privacy of our patients and families always come first
* Compassion and respect towards each other
* People are at the heart of everything we do
* Transparency and candour
* Collaborative working and a common-sense approach

**Equal Opportunities Statement**

At St Michael’s Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael’s, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

January 2023