

JOB DESCRIPTION



| | |
|------------------------|-------------------------|
| Job title: | Store Manager |
| Department: | Retail |
| Responsible to: | Retail Business Manager |
| Grade: | C1 |

Job Purpose

This is a hands-on management role to ensure the smooth running and success the store. Responsibility for adequate staffing levels using both permanent staff and volunteers, whilst maintaining the stock and premises to the required standard.

Main Duties and Responsibilities

Management

- Effectively line manage the Assistant Store Manager seeking support from the Head of Retail and HR, where necessary
- Manage own and Assistant Store Manager's hours to ensure that a paid member of staff is present in the shop at all times during opening hours.
- Organise and manage a volunteer duty roster sufficient to cover the needs of the store and make sure the roster is displayed and accurate at all times.
- To recruit, train and supervise volunteers ensuring good team work and that St. Michael's Hospice (SMH) is well represented in the North Hampshire community.
- Ensure customers are welcomed and treated courteously at all times.
- Ensure tax-paying donors are signed on to Retail Gift & Gain scheme.

Stock Control

- Ensure all goods are priced according to Retail Policies and maintain pricing knowledge of commercial retailers.
- Operate a system of stock rotation and a reduction, ensuring all stock being offered for sale is of a high standard and meets current legislative standards.
- Organise an efficient and safe backroom where inward goods and stored items are in their correct and safe location.
- To identify items suitable for sale via eBay, log and forward them in accordance with current procedures.

JOB DESCRIPTION



Premises

- Take responsibility to ensure that the store is open at all displayed times and act as a key holder, registered with the local police, for the premises.
- Maintain a neat and tidy store within the “corporate” layout, ensuring a consistently high standard of cleanliness and hygiene is maintained in the store.
- Ensure any goods left outside the premises overnight are removed promptly and appropriately each morning.
- Inform the Head of Retail of any problems or damage pertaining to the premises.
- Ensure the site complies with Organisational Health and Safety Policy and any relevant Health and Safety regulations.
- Ensure that the premises and volunteers comply with all relevant Trading Standards, Charity and other applicable legislations.

Administration

- Produce and keep accurate paper work as required by the Retail Head Office.
- Produce daily sales figures and submit weekly returns to the Finance department.
- Ensure the till and Credit Card Machine (PDQ) are operated correctly and accurately.
- Ensure cash reconciles with the till and credit card machine daily before leaving the premises.
- Maintain a high level of security of cash and stock, ‘cashing-up’ and bank takings daily or as directed.
- Attend monthly retail managers meetings to ensure full understanding of developments of both SMH and the Retail Department.
- Comply with all SMH marketing initiatives.

Learning and Development

- Positively commit to annual staff appraisals and regular performance / competencies reviews to ensure personal professional development.
- Undertake all statutory and mandatory training, as required.

Communication

- Communicate respectfully in an open, accurate and straightforward way with colleagues across the organisation.
- Communicate any urgent matters to your line manager or escalate to the appropriate level, as appropriate.
- Keep clear and accurate records which identify any risk or problems that have arisen with details on responses taken.

JOB DESCRIPTION



- Display a good level of competency in using computer software for record keeping, report writing and communicating.

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

| | | | |
|----------------------------|---------------------------------------|--------------|---------|
| Reviewed by: | Colin Tanner, Retail Business Manager | Date: | 10-2024 |
| Signed by employee: | | Date: | |