

JOB DESCRIPTION



Job title:	Retail Support Manager
Department:	Retail
Responsible to:	Retail Business Manager
Grade:	C1

Job Purpose

This is a hands-on role supporting the smooth running and success of our retail estate across North Hampshire. The post holder will be responsible for covering store operations during staff absence, supporting the Donation Centre, managing volunteers, and ensuring all locations meet required standards for stock, presentation, and customer service.

Main Duties and Responsibilities

Management

- Take operational responsibility for stores during periods of staff absence, ensuring continuity of service and performance standards.
- Manage our volunteers to cover the needs of the stores.
- Support the training and supervision of volunteers ensuring good teamwork and that St. Michael's Hospice (SMH) is well represented in the North Hampshire community.
- Ensure customers are always welcomed and treated courteously.
- Promote and register tax-paying donors to the Retail Gift Aid scheme.

Stock Control

- Ensure stock is priced according to SMH Retail Policies and benchmarked against current commercial retail pricing.
- Implement effective stock rotation and markdown procedures, ensuring all items on sale are of good quality and comply with current regulations.
- 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.

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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 high standards of store presentation, cleanliness, and hygiene in line with SMH brand and corporate guidelines.
- Ensure any goods left outside the premises overnight are removed promptly and appropriately each morning.
- Inform the Retail Business Manager 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 paperwork as required by the Retail Business Manager.
- Submit accurate weekly sales reports and returns to the Finance team.
- Ensure the till and credit card machine (PDQ) are operated correctly.
- Ensure cash is reconciled with till and PDQ machine daily.
- 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

- Engage positively with annual appraisals and performance reviews to support personal 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.
- Ensure accurate record keeping to highlight and escalate risks or issues appropriately.
- Display a good level of competency in using computer software for record keeping, report writing and communicating.

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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.
- Uphold and promote SMH safeguarding policies, ensuring the safety and well-being of individuals, and reporting any concerns in line with procedure.
- 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:	07-2025
Signed by employee:		Date:	