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| **Job Description**  |
| **Job Title:** | Deputy Shop Manager |
| **Reports to:****Responsible for:** | Shop ManagerVolunteers |
| **Location:** | Primrose Hospice Shop, Bromsgrove 2 Furniture & Clothing Store or other hospice shop(s) as required |
| **Hours** | 37.5 hours, including weekends (1 FTE) |

**Job Role**

Working closely with the Shop Manager, the Deputy Manager will support the day to day running of one of the Hospice’s shops and play a central role in ensuring the smooth running of the retail function.

**Duties and Responsibilities**

In supporting the Shop Manager the Deputy Manager will:

* demonstrate excellent customer service, internally and externally, always promoting good practice within the shop and providing guidance, feedback and coaching to the shop team as required
* respond to instruction from the Shop Manager to ensure sales performance is maximised, actively seeking ways to improve the shop’s performance on a continuous basis
* motivate, manage and support shop volunteers
* support the management of all aspects of stock collection and preparation; ensuring that stock processing levels are sufficient to achieve required shop floor density, encouraging stock donations at all times
* ensure optimum use of stock sourced through donations, van collections, recycling and other stock generation methods
* oversee the demands and organisation associated with a busy furniture and clothing store
* ensure that stock is correctly priced and merchandised effectively
* maintain a good standard of housekeeping, creating an environment that is pleasant and safe for customers, shop staff and volunteers
* present a positive and professional image to customers, staff and volunteers at all times, being an ambassador for the Hospice
* comply with the Hospice’s policies and procedures, particularly in relation to shop security and health and safety regulations, and the completion of general administration tasks to required deadlines
* ensure that the shop is open as required and on time and take responsibility of the duties assigned to a shop key holder
* support the manager to meet required performance standards and targets
* be responsible for cash handling, banking and associated administration, ensuring that all till operations are carried out in accordance with the Hospice’s policies and procedures
* ensure that sales are properly recorded and that any necessary paperwork is correctly processed
* balance takings to till readings and complete the Daily Reconciliation
* ensure that weekly shop returns are submitted on time
* promote gift aid to all our donors and maximise the use of Eproductive to generate gift-aided income
* communicate collection and delivery requirements to the Retail Driver
* recruit and train volunteers
* deal with issues raised by volunteers, customers and other stakeholders considerately, promptly and effectively
* record repairs and maintenance via email to the Shop Manager or Retail Manager
* attend shop management meetings as required and regular meetings with the Shop or Retail Manager
* ensure Primrose Policies and Procedures are complied with
* work in other shops occasionally if required

This is not an exhaustive list of responsibilities and the post holder will be expected to undertake other duties within the remit of the job and appropriate to their level of seniority as requested by the relevant line management.

**Other duties**

* Communicate effectively with all individuals and groups both within and outside the organisation.
* Maintain a professional attitude and appearance at all times.
* Keep up to date with knowledge of legislation and best practice.
* Attend appropriate courses to ensure continued professional development.
* Undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.
* Undertake and comply with mandatory staff training.
* Be prepared to work flexibly, including evenings and weekends as the role demands. Time off in lieu is given for this.
* Act at all times in a professional manner, respecting the needs of colleagues and volunteers and co-operating to maintain a positive working environment.

# ASSISTANCE

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

# CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

# DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and GDPR and follow the Hospice’s policies and procedures to ensure appropriate action is taken to safeguard confidential information.

# HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

It is expected that you will be committed to the core purpose of the Hospice and will act as an ambassador for the Hospice, actively promoting it throughout your role. It is also hoped that as the Hospice is heavily reliant on charitable donations you will support promotional activities where possible showing support to your colleagues in the spirit of team working.

**Agreement**

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| **Line Manager’s Signature** |  |
| **Job Holder’s Signature** |  |
| **Date agreed:** |  |