



# Job Description & Person Specification

**Douglas Macmillan Hospice**  
**Barlaston Road, Stoke-on-Trent, ST3 3NZ**

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<b>Job Title:</b>	Deputy Shop Manager
<b>Responsible to:</b>	Community Shop Manager
<b>Accountable to:</b>	Head of Retail
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## Department Function:

Douglas Macmillan Hospice operates a successful Charity Shop business comprising 20 sites and growing, generating a net surplus in excess of £1.5m to fund hospice care. Our mission is to be the no 1 charity retailer across North Staffordshire and we are often seen as the face of Dougie Mac whether on the high street or in a local village/community. Our people make the difference to all we achieve, we have a great team who go that extra mile to ensure we offer quality items and great prices, excellent customer service and maintain the hospice's profile/identity.

## Job Summary:

The role deputises for the Community Shop Manager in their absence (usually arising from days off, holidays, meetings, courses and sickness absence) assuming responsibility, but wholly under the direction of the Community Shop Manager for: the operational activities of our of our multi- faceted Shop/ Donation Centre, furniture/home and clothing departments, proactively driving sales and achieving targets as required, responding to customer enquiries as well as ensuring excellent customer service is given on all occasions. Supporting in a limited capacity the activities of all other shops and support centre to maintain the capacity and capability of the business to deliver budgets and targets; optimisation of gift aid income opportunities by integrating processes at all levels.

The Deputy Shop Manager contributes to the dynamics of the team of volunteers by upholding and supporting the plans and working methods put in place by the Community Shop Manager, to develop and encourage both interest and passion in all aspects of the business to attract customers, donors and supporters. The renowned unique palliative care provided by Douglas Macmillan Hospice should be reflected in our charity retailing business, by always providing a wow personal experience.

## Duties & Responsibilities:

- Maximise sales through discerning selection of stock to sell from goods/items donated, good stock presentation (e.g. steaming, cleaning etc.), keen pricing strategies, effective merchandising, astute sales floor layout and efficient stock rotation, as directed by the Community Shop Manager.
- Understand the business information used by the Community Shop Manager to inform and subsequently optimise the sales performance of the shop, to reference and make use of during extended periods of absence such as holidays, sickness etc.
- Maintain high standards in presentation and overall housekeeping standards in accordance with the operating model exemplified by the Community Shop Manager in front and back of house areas.

- In line with day to day work plans set out by the Community Shop Manager undertake robust stock management to keep sales areas well stocked with sufficient quantities of quality items to ensure sales budgets are met.
- Ensure trading times and days are met by notifying the Community Shop Manager of any likely interruptions to the planned duty rotas in a timely and relevant way.
- Take a proactive role in local trading activities and ensure regular commercial feedback to the Community Shop Manager.
- Carryout and complete financial processes in line with procedures advised, using the information system provided (currently CYBERTILL), during each working day. When deputising for the Manager ensure processes have been adequately followed on non-days of work as delegated. Take responsibility for overall day to day financial compliance with hospice policies and procedures, in the absence of the Community Shop Manager and identify and report any out of the ordinary incidents within a reasonable time frame to a senior manager.
- Report incidents/ adverse comments in a timely manner in line with hospice policies and so we can learn from occurrences and improve working practices.
- Ensure Gift Aid is offered to every customer, all processes are followed precisely and HMRC rules are adhered completely on all occasions, by all volunteers and staff.
- When deputising for the Community Shop Manager guarantee the health & safety of volunteers by: following policies, procedures, training and inspection report advices; observing, checking and exercising reasonable judgement to ensure potential safety hazards are eliminated; report concerns, identified risks and breaches immediately in such a way that relevant action can be taken.
- To provide support in the development of the Bridal and Occasion wear trading model both at the shop level, online and attending events.
- Regular attendance at training, education, personal development and business advancement, meetings and courses as appropriate to the role.
- Liaison with third party delivery agents to support the collection and delivery of large items.
- Regular attendance at training, education, personal development and business advancement, meetings and courses as appropriate to the role.

#### **Dougie Mac Values:**

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

#### **Standard Requirements of all Dougie Mac Staff:**

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.

- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

#### **Safety Health Environment (SHE):**

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

#### **Quality:**

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
  - familiarise themselves with the policies and procedures relevant to their role.
  - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
  - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
  - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
  - Raise concerns when they see any unsafe practice within your place of work.

**This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.**

<b>Person Specification:</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training*</b> <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> <li>- Up to Group 2, on framework below</li> <li>- Good standard of written and spoken English</li> <li>- Good standard of numeracy skills</li> <li>- Some evidence of continual personal professional development</li> </ul>	<ul style="list-style-type: none"> <li>- Up to Group 4, see framework below</li> <li>- Health &amp; Safety, First Aid Training</li> <li>- Significant evidence of continuous professional development.</li> </ul>
<b>Experience</b> <i>Type and level of job related experience required(expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- Some supervisory, including administrative duties</li> <li>- Customer service experience in a sales environment</li> <li>- 2 years in a retail sales operation</li> <li>-Working with EPOS and CPT technology.</li> </ul>	<ul style="list-style-type: none"> <li>- Charity retail sector</li> <li>- Working with, managing and motivating volunteers</li> <li>- Working with a diverse group of people</li> <li>-- Handling and banking cash</li> <li>- Complaint handling</li> </ul>
<b>Skills &amp; Knowledge</b> <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- IT skills including Microsoft Office Suite (Word, Excel, Outlook and Powerpoint)</li> <li>- Interpersonal and communication skills.</li> <li>- Effective customer care skills, including how to understand, deliver and manage customer expectations.</li> <li>- Excellent time management skills.</li> <li>- Excellent interpersonal skills.</li> <li>- Knowledge of manual handling of objects/stock or similar</li> <li>-Understanding of Gift Aid in charity retailing sector</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge and appreciation of Charity Retail &amp; Charity Commission guidelines and regulations</li> <li>- Knowledge of Cybertill or similar EPOS</li> <li>- Pricing and product knowledge</li> <li>- Knowledge of ebay/ e-commerce</li> </ul>
<b>Aptitudes &amp; Attributes</b> <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	<ul style="list-style-type: none"> <li>- Self-motivated and have initiative</li> <li>- Resourceful, creative, a 'can do' approach.</li> <li>- Have an excellent face to face &amp; telephone manner</li> <li>- Ability to relate to the multi-disciplinary team within the hospice</li> <li>- Ability to relate to volunteer workforce.</li> <li>- Ability to prioritise tasks, appropriately delegate and manage time effectively.</li> <li>- Well organised, high standards of housekeeping and cleanliness.</li> <li>-Manual dexterity.</li> <li>-Team player.</li> <li>-Diplomatic and tactful.</li> </ul>	<ul style="list-style-type: none"> <li>- Good at overcoming and dealing with adversities.</li> </ul>
<b>Other Job Requirements</b> <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<ul style="list-style-type: none"> <li>- Dress in a manner that conforms to accepted formal codes of business dress</li> <li>- Due to the nature of the workplace, a Covid vaccine is necessary for all new starters. You will be required to provide proof of your vaccine status.</li> <li>- Able to meet the requirement of the job role</li> <li>- Able to regularly work contracted hours on any of the 7 days the business operates, working flexibly to work meet the shift requirement</li> <li>-Promote and sell Gambling products such as weekly lottery tickets</li> <li>- Able to meet the physical requirement of the role, eg bending, lifting, carrying (sometimes heavy loads) and climbing stairs.</li> </ul>	<ul style="list-style-type: none"> <li>-Access to a vehicle and have driving license for attendance at Head Office meetings from time to time.</li> </ul>

**\*National Qualification Framework**

<b>National Qualifications Framework</b>		<b>Framework for Higher Education levels (FHEQ)</b>	
8	Specialist awards	Doctoral (D)	- Doctorates
7	Level 7 Diploma (Professional Qualifications)	Masters (M)	- Masters degree, post graduate certificates and diplomas
6	Level 6 Diploma (Professional Qualifications)	Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
5	Level 5 BTEC HND	Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
4	Level 4 Certificate	Certificates (C)	- Certificates of higher education.
3	Level 3 Certificate (OND), Level 3 NVQ, A levels		
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C		
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G		
Entry	Entry Level Certificate in Adult Literacy		

**Are you interested?**

To find out more or to apply please visit our website: [www.dmhospice.org.uk](http://www.dmhospice.org.uk) or contact HR via **Telephone:** 01782 344300 or **Email:** [applynow@dmhospice.org.uk](mailto:applynow@dmhospice.org.uk) for an application pack.

Registered Charity No: 1071613 Company No: 03615904

