



Job Descriptions & Person Specifications

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

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COMMUNITY SHOP MANAGER

DEPUTY SHOP MANAGER

SHOP SUPERVISOR

Job Title:	Community Shop Manager
Responsible to:	Head of Retail
Accountable to:	Head of Income Generation
Published:	January 2020
Last Updated:	September 2021

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:

A Community Shop Manager is responsible for: the operational activities and management of one shop, to meet an annual income and expenditure budget, as a minimum; supporting the activities of all other shops and warehouse operations to maintain the capacity and capability of the business to deliver the total surplus income figure; optimising gift aid income opportunities by integrating processes at all levels.

The Manager leads the team of volunteers to develop and encourage both interest and passion in all aspects of the business to attract and engage customers, donors and supporters. The renowned unique palliative care provided by Douglas Macmillan Hospice should be reflected in our charity retailing business, by consistently providing a wow personal experience. The role should ensure the knowledge and understanding of who and what Dougie Mac do as a charity underpins all we do by interfacing with all areas of the income and resources generation function, in the wider purpose of empowering their shop team to continually seek opportunities to engage with the local community and individuals to cultivate external relationships to promote shop activities as well as other hospice initiatives.

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.
- Utilise business information to inform and subsequently optimise the sales performance of the shop.
- Maintain high standards in presentation and overall housekeeping in accordance with the operating model exemplified by Head of Retail in front and back of house areas.
- Undertake robust stock management to keep sales areas well stocked with sufficient quantities of quality items to ensure sales budgets are met.
- Proactively work with the Volunteer Resources team to ensure volunteer establishment levels are maintained. Undertake interviews, induction and reviews with volunteers to recruit and retain volunteers.
- Continuously manage and support line managed staff and volunteers to empower and inspire your team to deliver a first class customer experience, engaging the general public and to be seen as the face / hub of the Dougie Mac at the heart of the local community.
- Ensure trading times and days are adhered to, by forward planning duty rotas, working with Support Manager and or Head Office well in advance to arrange 'cover' from other shops, when necessary to ensure the smooth operation of the business.
- Take a proactive role in local trading activities and ensure regular commercial feedback to Head of Retail / Director of Income Generation. #

- Carryout and complete financial processes in line with procedures, using the information system provided (currently CYBERTILL), during each working day. 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. 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 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 to completely on all occasions, by all volunteers and staff. Identify and report any out of the ordinary incidents within a reasonable time frame to a senior manager.
- Guarantee the health & safety of staff and volunteers by: following policies, procedures, training and inspection report advices; observing, checking and exercising reasonable judgement to ensure potential hazards are eliminated; report concerns, identified risks and breaches immediately in such a way that relevant action can be taken.
- Ensure all mandatory training has been undertaken by staff and volunteers line managed, to ensure the Hospice is not in breach of legal or regulation laws, and, or there is no risk to their health, safety and well-being or anyone they have contact with whilst undertaking the role tasks they are being asked to carryout whilst at work/volunteering for DMH.
- Regular attendance at training, education, personal development and business advancement, meetings and courses as appropriate to the role.
- Co-ordinate the furniture operation within the store where applicable, ensuring maximum income is generated from this income stream.

Person Specification:

	Essential	Desirable
Qualifications & Training* <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> - Up to Group 2, on framework below - Good standard of spoken English - Good standard of numeracy skills - Some evidence of continual personal professional development 	<ul style="list-style-type: none"> - Up to Group 4, see framework below - Health & Safety, First Aid Training - Significant evidence of continuous professional development.
Experience <i>Type and level of job related experience required (expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - Some managerial / supervisory, including administrative duties - Customer service experience in a sales environment - 2 years in a retail sales operation - Working with EPOS and CPT technology - Leading and motivating a small team 	<ul style="list-style-type: none"> - Retail management - Charity retail sector - Working with, managing and motivating volunteers - Working with a diverse group of people - Handling and banking cash - Complaint handling
Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - IT skills including Microsoft Office Suite (Word, Excel, Outlook and Powerpoint) - Interpersonal and communication skills. - Ability to manage staff and forward plan - Effective customer care skills, including how to understand, deliver and manage customer expectations. - Excellent time management skills. - Excellent interpersonal skills. - Knowledge of manual handling of objects/stock or similar - Understanding of Gift Aid in charity retailing sector 	<ul style="list-style-type: none"> - Knowledge and appreciation of Charity Retail & Charity Commission guidelines and regulations - Knowledge of Cybertill or similar EPOS - Pricing and product knowledge - Interviewing skills
Aptitudes & Attributes <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"> - Have an excellent face to face & telephone manner - Ability to relate to the multi-disciplinary team within the hospice. - Personable, social and generally a 'people person' - Self-motivated and have initiative - Resourceful, creative, a 'can do' approach - Ability to prioritise tasks, appropriately delegate and manage time effectively. - Well organised, high standards of housekeeping and cleanliness - Manual dexterity. - Team player - Diplomatic and tactful 	<ul style="list-style-type: none"> - Good at overcoming and dealing with adversities

Other Job Requirements

*Specific job circumstances such as unsocial hours.
Specific requirements, car driver etc.*

- Dress in a manner that conforms to accepted formal codes of business dress
- Flexible working to meet shift requirements
- Able to regularly work contracted hours on any of the 7 days the business operates, excepting Christmas Day, Boxing Day and Easter Sunday.
- Promote and sell Gambling products such as weekly lottery tickets
- Able to meet the requirement of the job role

- Access to a vehicle and have driving license for attendance at Head Office meetings from time to time.

Job Title:	Deputy Shop Manager
Responsible to:	Community Shop Manager
Accountable to:	Head of Retail
Published:	September 2017
Last Updated:	September 2021

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.

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

Job Title:	Shop Supervisor
Responsible to:	Community Shop Manager
Accountable to:	Director of Income Generation
Published:	January 2019
Last Updated:	September 2021

Job Summary:

This role is a hands on approach to supporting the effective day to day running of the shop, under the direction of the Community Shop Manager for: the operational activities of our of our multi- faceted flagship shop including donation drop off point, 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 Shop Supervisor 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:

- To maximise sales through selective stock selection, ensuring stock rotation
- Good presentation of stock, remembering sales floor layout
- Use pricing strategies and effective merchandising
- High presentation and housekeeping standards, both in front and back of house
- Stock management, sales areas to be well stocked ensuring sales budgets are met
- Trading time and days are met, notify the manager of any disruptions to planned duties
- Take note of local training activities to maximise sales
- Carryout financial processes in like with procedures, using the information system provided
- Ensure that Gift Aid is offered to every customer, the process is followed and HMRC rules are adhered to
- Liaise with 3rd party delivery agents, supporting in collections and deliveries of large items

Person Specification:

	Essential	Desirable
Qualifications & Training* <i>Professional and post basic qualifications. Specialised training required for this post.</i>	-Up to Group 2, on framework below - Good standard of written and spoken English - Good standard of numeracy skills - Some evidence of continual personal professional development	-Up to Group 4, see framework below - Health & Safety, First Aid Training - Significant evidence of continuous professional development.
Experience <i>Type and level of job related experience required(expressed as additional/or alternative to qualifications above).</i>	- Some supervisory, including administrative duties - Customer service experience in a sales environment - 2 years in a retail sales operation -Working with EPOS and CPT technology.	- Charity retail sector - Working with, managing and motivating volunteers - Working with a diverse group of people - Handling and banking cash - Complaint handling
Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	- IT skills including Microsoft Office Suite (Word, Excel, Outlook and Powerpoint) - Interpersonal and communication skills. - Effective customer care skills, including how to understand, deliver and manage customer expectations. - Excellent time management skills. - Excellent interpersonal skills. - Knowledge of manual handling of objects/stock or similar	- Knowledge and appreciation of Charity Retail & Charity Commission guidelines and regulations - Knowledge of Cybertill - Pricing and product knowledge -Understanding of Gift Aid in charity retailing sector

<p>Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i></p>	<ul style="list-style-type: none"> - Have an excellent face to face & telephone manner - Ability to relate to the multi-disciplinary team within the hospice. - Personable, social and generally a 'people person' - Self motivated and have initiative - Resourceful, creative, a 'can do' approach. - Ability to relate to volunteer workforce. - Ability to prioritise tasks, appropriately delegate and manage time effectively. - Well organised, high standards of housekeeping and cleanliness. -Team player. -Diplomatic and tactful. 	<ul style="list-style-type: none"> -<i>Outgoing and charismatic.</i> - <i>Good at overcoming and dealing with adversities.</i>
<p>Other Job Requirements <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i></p>	<ul style="list-style-type: none"> - Dress in a manner that conforms to accepted formal codes of business dress - Flexible working to meet shift requirements -Promote and sell Gambling products such as weekly lottery tickets. - Stamina and reasonable general level of fitness, standing and walking more than 80% of each day's work. - Bending, lifting, carrying and climbing stairs - Able to meet the requirement of the job role 	<ul style="list-style-type: none"> - Ability to travel independently throughout the locality with access to suitable vehicle for business purposes.

***National Qualification Framework**

National Qualifications Framework		Framework for Higher Education levels (FHEQ)	
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		

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