

PERSON SPECIFICATION FORM

Post	Hospice Shop Manager
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Department	Retail
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	Criteria	Essential or Desirable	How Assessed
Qualifications and Training	<ul style="list-style-type: none"> • Good standard of education • Educated to degree level or above 	<p>Essential</p> <p>Desirable</p>	<p>CV/Application Form</p> <p>CV/Application Form</p>
Experience	<ul style="list-style-type: none"> • Retail experience, including shop management and ideally experience of managing a charity shop • Experience of supervising the work of others, ideally including volunteers • Experience of using EPOS till system 	<p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>CV/Application Form and interview</p> <p>CV/Application Form and interview</p> <p>CV/Application Form and Interview</p>
Skills	<ul style="list-style-type: none"> • Good organising skills, including ability to prioritise a varied workload • Good interpersonal skills, including customer service approach to dealing with the general public • Ability to supervise, support and motivate a team of volunteers • Good standard of literacy in order to draft simple reports and guidance • Good standard of numeracy in order to undertake financial record keeping accurately • Basic level of experience and knowledge working with e-mails, internet and Microsoft applications • Ability to promote the work 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>CV/Application Form and interview</p> <p>CV/Application Form and interview</p> <p>CV/Application Form and interview</p> <p>CV/Application Form and interview</p> <p>CV/Application Form and interview</p> <p>CV/Application Form/ test and interview</p>

	<p>of the charity and to provide a professional image to customers and volunteers</p> <ul style="list-style-type: none"> • Ability to manage own area of work independently and show appropriate levels of initiative and problem solving • Flexible Team-player and commitment to working collaboratively and supportively with colleagues • Interest in and commitment to the work and ethos of Lewis-Manning Hospice • Flexible and open to change • Able to drive and car owner 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential Desirable</p>	<p>CV/Application Form and interview</p> <p>CV/Application Form and interview</p> <p>CV/Application Form and interview</p> <p>CV/Application Form and Interview</p> <p>CV/Application Form and Interview CV/Application Form and Interview</p>
Knowledge	<ul style="list-style-type: none"> • Knowledge of retail, including window display, stock display, stock control, EPOS till system, pricing. • Understanding of the role and contribution of volunteers within a charitable context • Understanding of customer service 	<p>Essential</p> <p>Desirable</p> <p>Essential</p>	<p>CV/Application Form</p> <p>CV/Application Form and interview</p> <p>CV/Application Form and interview</p>