

Job Title	Hospice Shop Manager
Location	
Reporting to	Head of Retail

Job Context	Lewis-Manning Hospice, set in its own grounds in Lilliput, is a centre offering specialist care to local people and their carers living with cancer and other life-limiting illnesses. The hospice is expanding its services all the time as it phases the opening of its new inpatient unit. At present, Lewis-Manning has hospice shops based in Westbourne, Winton, Poole, Lower Parkstone, Broadstone, Ferndown, Wimborne and Blandford, which support the Hospice and its services.
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Job Purpose	To be responsible for running a Lewis-Manning Hospice shop selling donated items to raise money.
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Scope and Limits of Authority:

- Takes day-to-day decisions to ensure the effective running of the shop
- The post holder is responsible for creating a welcoming and helpful environment and explaining that the shop sales support the services at Lewis-Manning Hospice if asked
- The post-holder is responsible for the following resources:
 - Shops' stocks and donated goods
 - Handling shop income and banking takings

Main Duties and Responsibilities:

Stock and Display

- Making sure the shop, sorting area, storage areas and WC are clean and tidy
- Setting up a price guide for pricing stock
- Sorting all donated incoming items and making sure they are clean and in good condition
- Window display – changing weekly or daily if necessary. Displaying good quality clothing, bric-a-brac, books etc
- Changing the clothing on display in the shop every week, arranging for frequent sales and bargain days to dispose of old stock
- Ensuring that any item of value is not sold until it has been valued
- Identifying ways of improving turnover and profit of the shop and implementing these with the approval of the Head of Retail.

Financial Responsibilities

- Checking and recording the day's takings and preparing a weekly takings sheet
- Checking the float
- Accounting for all outgoings, petty cash etc with receipts
- Banking takings

Management

- Train and supervise volunteers in sorting, pricing, cleaning, using the steam presser, EPOS till system, Gift Aid, window display, bagging up unwanted clothes and shoes for ragman
- Supervise placements from other organisations such as Adult Social Services, Community Service, Princes Trust and the local colleges
- Ensure volunteers know exactly what to do in case of fire, and that health and safety regulations are complied with
- Arrange work rota with volunteers to make sure of adequate cover at all times in the shop
- Attend regular shop manager meetings
- Rotate and provide cover to Lewis-Manning Hospice Shops as required

Compliance

- Ensure that all items sold in the shop comply with the current trading standards legislation
- Ensure adherence to statutory requirements and appropriate Lewis-Manning Hospice Policies and Procedures, e.g. Health and Safety and No Smoking Policy in all areas of the shop
- To develop and implement marketing strategies for the organisation's businesses so as to maximise sales and ROI and to raise awareness of the organisation's charitable and business activities
- To represent the charity at networking events and fundraising events as necessary

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. A job description review will automatically take place as part of the Annual Appraisal.