

# **RAINBOWS HOSPICE FOR CHILDREN AND YOUNG PEOPLE**

## **JOB DESCRIPTION**

**Job Title:** Assistant Shop Manager

**Responsible to:** Shop Manager

**Accountable to:** Head of Retail

### **Job Summary**

To assist in the management of one of Rainbows' shops, deputising for the manager as necessary to achieve agreed income and profit levels by the efficient and effective management of staff, volunteers, premises and stock.

To provide a high quality retail service, supporting the manager to achieve agreed performance targets and standards, including the provision of exceptional customer care, maintaining a professional and enticing shop layout, driving customer loyalty and ensuring the shops present a professional public face of Rainbows Hospice on the high street.

### **Key Responsibilities**

#### **Business Planning and Financial targets.**

- Assist the manager to:
  - Maintain the shop's income and profit potential
  - Carry out correctly any agreed promotions and to assist Rainbows with its own seasonal promotions to achieve agreed targets
  - Ensure that each shop has sufficient saleable stock taking positive action to generate donations from the general public and other sources in agreement with the shop manager
  - Achieve budgeted income and profit figures and in agreement with the shop manager proactively address any fall in income
- Monitor stock turn around ensuring there is sufficient new stock on the shop floor at all times
- Encourage donors to sign up to the gift aid scheme in accordance with guidelines and meeting agreed targets

#### **Customer Care**

- Ensure that voluntary staff deliver an exceptional standard of service to customers at all times
- Ensure all customer queries and complaints are dealt with promptly to the satisfaction of the customer and following Hospice policy.

## **Safety and Security**

- Ensure that all statutory responsibilities are met, including Trading standards, Fire regulations and Health & Safety Regulations
- Hold shop keys, opening and closing the premises for trading hours and responding to emergency call out if and when necessary
- Support the manager to:
  - Ensure that all working areas of the shop are efficiently and safely organised
  - Ensure that all premises are secure and staff remain security conscious and are following the correct procedures

## **Stock**

- To work in conjunction with the manager to:
  - Assess space management on the shopfloor ensuring best selling lines are correctly merchandised
  - Ensure the shop has a high standard of display and projects a quality retail image
  - Process donations ready for sale ensuring the best possible return for all items
  - Maintain stocks of new goods for sale following Rainbows Hospice procedures

## **Inter-departmental**

- Work with the Income Generation Team to promote Rainbows fundraising events and other initiatives as required.

## **Marketing and Representation of Rainbows Hospice**

- Enhance the image of Rainbows through the delivery of a professional retail service
- Present the face of the Hospice on the High Street by providing accurate information about Rainbows and signposting individuals appropriately.
- Assist the manager in maintaining good relations with the public, trade councils, landlords and neighbouring retailers.

## **Staff**

- Support the manager to;
  - Ensure that the shop has the correct level of cover throughout the year, covering when and where necessary in yours and other shops for annual leave or sick leave
  - Recruit quality, reliable volunteers
- Delegate appropriate tasks to volunteers and work in conjunction with the manager to ensure they are fully trained and able to carry out the tasks required of them.

## **Administration**

- Support the manager to ensure all administration is actioned, mailed and filed correctly
- Ensure that all administrative and financial procedures are followed including banking, weekly returns, maintenance of petty cash account, performance returns, and volunteer records.

## **General**

- Undertake any other appropriate duties required to achieve performance targets and realise the full potential of the shops
- Undertake such training as is agreed with the Head of Retail.

## **Data Compliance and Confidentiality**

- In line with national legislation, and Rainbows policies, must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies
- To comply with all Rainbows policies and procedures on Data Protection, Confidentiality and Information Security.

## **Behaviours and Values**

- To promote, uphold and demonstrate the Rainbows values of WE CARE
- To work actively and positively as part of the wider hospice team, demonstrating a desire and ability to build relationships with colleagues across all teams
- To be able to manage time and projects effectively and efficiently and respond to shifting priorities and workloads with ease.
- To be proactive in seeking out support and finding new ways to encourage supporters to participate in our activities.
- To act always in a professional manner, respecting the needs of colleagues and co-workers, working collaboratively to ensure a harmonious work environment and following our code of conduct at all times.

## **Equality, Diversity and Rights**

Rainbows Hospice for Children and Young People is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or belief, age or sexual orientation. Our objective is to deliver high quality services that are accessible, responsive, and appropriate to meet the diverse needs of different groups and individuals. As such, we will continue to take action to ensure that staff and

volunteers employed by Rainbows Hospice are culturally aware and treat every person with dignity, respect and fairness, in a way that is sensitively responsive to differences and similarities. Unlawful discrimination and other forms of exclusion have no place within Rainbows Hospice.

#### **Responsibilities;**

- To support equality, diversity and rights of all including children, young people and their families, staff, volunteers and supporters
- To actively promote the consultation of children/young people and families and their involvement and participation in decision making
- To work to the Hospice Equality and Diversity Policy.

#### **Health and Safety**

- To carry out duties placed on employees by the Health and Safety at Work Act 1974
- To comply with Health and Safety Policy
- To take reasonable care for the Health and Safety of themselves and others whom may be affected by their acts or omissions at work
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- To not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in the pursuance of any of the relevant statutory provisions
- To be aware of and adhere to current policies regarding infection control at all times.

#### **Safeguarding Children and Vulnerable Adults**

- To comply with Hospice and Leicester City LSCB Policy, Procedures and Practice
- To follow hospice policy regarding the management of safeguarding concerns.
- To access mandatory safeguarding training and demonstrate competence at the required level.

#### **General**

- To maintain a high standard of personal hygiene and presentation
- To act at all times in a professional manner, respecting the needs of colleagues and co-operating to maintain a harmonious working environment

This job description is subject to amendment and may be changed from time to time.