

Assistant Retail Manager

(Part-time - Spalding)

Job Description



The Butterfly Hospice is dedicated to improving the quality of life for local people and their families facing a life limiting illness by providing choice, palliative care and support in a Hospice setting. We aim to enrich people's quality of life by relieving symptoms such as pain, breathlessness and other distressing problems through the skills of our experienced and caring teams.

The income generated from our retail outlets helps us to support and care for people with life limiting illness.

POST:	Assistant Retail Manager
HOURS OF WORK:	15hrs (2 days) per week with weekend working
SALARY:	£7.83 per hour
RESPONSIBLE TO:	Retail Manager
RESPONSIBLE FOR:	Deputising for the Retail Manager across the retail units of the Butterfly Hospice Retail Division including premises, and volunteers, and associated trading activities.

PURPOSE OF JOB:

- To maximise retail sales by achieving agreed targets in line with budget.
- To maintain high levels of shop presentation by merchandising and housekeeping to high standards and in line Butterfly Hospice Trust (BHT) branding.
- To provide excellent customer care through quality of service and development of staff and volunteers.

Key Result Areas

- To work with the Retail Manager in the planning, supervision and control of a retail units' activities in order to maximise sales and profitability.
- To have day to day responsibility for the safe and effective operation of the retail unit ensure that targets and standards are met in line with operational policy.

Retail Assistant

Key Responsibilities

1. To have day to day supervision of a BHT retail unit under the management of the Retail Manager.
2. To implement the agreed business objectives for the unit in line with the BHT strategic plan
3. To complete and return income spreadsheets and other data as required.
4. To carry out banking activity.
5. Accountable for day to day supervision of volunteers in liaison with the Retail Manager and in accordance with Hospice policies and in liaison with the Volunteer Coordinator
6. To work with the Retail Manager / Sites & Facilities Manager in relation to retail security ensuring that procedures are followed to protect stock, premises, money and people.
7. To work with the Retail Manager / Sites & Facilities Manager to ensure compliance with all statutory regulations e.g. Health and Safety at Work Act 1979.

8. Comply with effective and economic systems of internal financial control.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

ORGANISATIONAL RESPONSIBILITIES

- Be accountable for the day to day supervision of retail unit and volunteers.
- Ensure all legislative and regulatory requirements are met.
- Represent, promote and maintain a positive professional attitude and image for the charity.
- Carry out administrative duties in connection with the post
- Provide support and information in relation to monitoring requirements, particularly in relation to statutory compliance.
- Contribute to the overall vision of the Butterfly Hospice Trust and its objectives.
- Provide a supportive working environment to all volunteers.
- Undertake any other duties, and at any other locations, as determined by the Retail Manager / Hospice Trust Manager.
- Carry out duties in accordance with the organisational policies and procedures, including Health and Safety, Confidentiality, Equal Opportunities etc

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike can expect to be encouraged to develop personally and professionally and to acquire new skills at a pace that is suitable to them. All staff and volunteers must promote this environment as part of their roles and responsibilities.

Training and Development

Training and development of staff and volunteers is a key expectation of all staff employed by the organisation. They will demonstrate their commitment to staff and/or volunteer development by assessing skills, planning development activities, discussing outcomes and evaluating effectiveness. They will be expected to motivate, encourage, coach and support staff and/or volunteers towards the outcomes agreed.

PERSON SPECIFICATION

The successful applicant must be able to demonstrate empathy for our patients', carers and families and be committed to the promotion of the Hospice ethos.

All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.

It is essential that the post holder has the **following experience and knowledge**:

- Experience of working in a customer focussed environment preferably retail.
- Good communication skills, both verbal and written
- Experience of working in a team
- Basic computer IT skills.

It is essential that the post holder has the **following skills and abilities**

- Ability to work on own initiative and manage and prioritise own work load
- Good numeric and accuracy skills and ability to maintain and monitor sales reports.
- Ability to participate in and contribute to staff and volunteer meetings.
- Flexible approach to working across all BHT retail premises.

Desirable

- Experience of working in a public sector or charity establishment where resources are constrained.

Other

Car Driver and able to travel within Lincolnshire

All staff employed by The Butterfly Hospice Trust will undergo a Disclosure and Barring Service Check (DBS)