

# Shop Manager



**Rennie Grove Peace**

**Department: Retail & Trading**

**Location:** You'll be based at a Rennie Grove Peace Hospice Care shop in the advertised area.

**Reporting to: Area Manager**

## About us

Rennie Grove Peace Hospice Care started formally operating in July 2023, through the merger of two successful organisations, Rennie Grove Hospice Care and Peace Hospice Care. We offer exceptional, specialised and highly valued care, serving our local community of people affected by life-limiting illness or bereavement, across Herts and Bucks.

Our merger is bringing together the best of both organisations so that we can:

- **Serve** – our communities with a wider range of services
- **Reach** – more local people
- **Strengthen** – our ability to secure more resources

To enable every local person to receive the care they need, when they need it, wherever they need it.

## About the role



The purpose of this role is to lead and manage a shop in an effective and efficient manner. To maximise shop and online revenue, deliver excellent customer service and provide a safe and engaging environment for its staff and customers

## Main duties and responsibilities



- Managing, motivating and developing all shop staff including a team of shop volunteers.
- Maximising the sales and profitability of the shop.
- Providing excellent customer service.
- Providing a safe and healthy shop environment.
- Acting as a Rennie Grove Peace ambassador within the community.

## What you'll do in the role

### Leadership



- You'll lead and manage a team of direct reports, carrying out individual performance reviews and supporting their ongoing personal development through coaching and training.
- You'll induct and train volunteers in aspect of shop operation, health and safety and customer service.
- Working closely with the Volunteer services team you'll recruit, motivate and retain volunteers with the right skills to deliver organisational strategy.
- You'll review how volunteers are recruited and make recommendations on how this can be improved to deliver the teams strategic aims.
- You'll encourage volunteers to participate in Rennie Grove Peace special events and training opportunities.
- You'll be an ambassador for Rennie Grove Peace, actively demonstrate our values with staff, customers and the local community.

### **Management of shop team**

- You'll perform your people management responsibilities in a timely manner and in accordance with Rennie Grove Peace policies and procedures. These include training, absence management, performance management, disciplinary and grievances.
- You'll ensure good communication methods and in place to support shop volunteers with particular regard to cross over days, shop volunteer meetings and 121s.
- You'll hold regular meetings with individuals and the shop team to ensure all staff and volunteers are fully aware of the work of Rennie Grove Peace and their contributions to its future plans.
- You'll manage the shop rota and holiday sign off to ensure staffing levels support all shops opening hours, working with the Area Manager when requesting additional cover is required. You'll maintain an accurate list of contact details.
- You'll encourage suggestions from staff and volunteers and maintain a message book to aid teamwork.

### **Stock and sales**

- You'll ensure suitable product is sent for online selling to maximum sales through both the shop and online.
- You'll ensure maximum take up of gift aid and promote the sale of tickets to Rennie Grove Peace events.
- You'll ensure good levels of stock are maintained; selecting, rotating, and pricing in accordance with our agreed guidelines.
- You'll arrange for the safe disposal of unsold goods and work with other shop managers contributing in the process of re-distribution, to maximise shop potential.
- You'll be responsible for shop standards and displays in order to maximise sales as well as minimise damage or loss.

### **Customer service**

- You'll provide excellent customer service and show appreciation to staff, volunteers and donors.
- You'll ensure the shop is open for all published hours, offering a welcoming and cheerful atmosphere at all times.
- You'll offer all practical assistance to customers, including responding to requests to collect donated goods promptly.

### **Shop operations**

- You'll have an understanding of shop financial reporting and how financial KPUs can identify opportunities to control expenditure and increase income.



- You'll maintain high standards of shop presentation and make sure the premises reflect the high standards of Rennie Grove Peace.
- You'll ensure the safety of shop keys, ensuring shop knowledge is kept up to date and reporting any loss to the Area Manager.
- You'll be responsible for any on site minor repairs or maintenance issues, completing monthly H&S reports to identify work to the operational team. Any major issues should be reported to the Area Manager.

### **Security, health and safety**

- You'll make sure stock is stored and displayed safely.
- You'll ensure health and safety, and trading standards regulations are always adhered to.
- You'll make sure our shop staff and volunteers are trained in fire, evacuation, health and safety, and can do their roles safely.
- You'll understand fire regulations and the action to be taken in the event of a fire.
- You'll maintain accurate records of training, accidents and first aid. This will include a first aid and an accident book. You report any accidents/incidents which require medical attention to the Area Manager. You should also report any incident which involves violence or causes significant stress to any of the shop team.
- You'll follow all infection control guidelines, ensuring staff appreciate preventing healthcare acquired infections and infection control is the responsibility of all.
- You'll adhere to the safeguarding of vulnerable adults and children in accordance with safeguarding policies and procedures.

### **Administration**

- You'll be aware of the shop KPIs and identify opportunities for improvement.
- You'll ensure all financial records are kept accurately and reported on time.
- You'll follow till, cashing up procedures, and those relating to safe receipt of donated money.
- You'll always bank taking promptly.
- You'll support the Area Manager in the administration of processes and procedures.

### **Professional/Personal**

- Understand and comply with all Rennie Grove Peace policies and procedures.
- Maintain required organisational standards for all mandatory training.
- Keep up to date with current legislation and any further professional training, relevant to role.
- Demonstrate ongoing personal and professional development in accordance with annual Individual Progress Review (IPR) system.
- Ensure that information (in any form) relating to patients, staff, volunteers, customers and supporters is protected and treated confidentially at all times and complies with current data protection laws.
- If handling patient data you should be aware of the Caldicott principles: You should be able to justify the purpose(s) of every proposed use or transfer: don't use it unless it is absolutely necessary, and use the minimum necessary.
- Attend relevant meetings as appropriate.



## What you'll bring



### Essential

- Experience of managing a retail shop and good understanding of the operational requirements.
- An ability to build a good working relationships with head office, local traders and the community.
- An ability to communicate effectively both verbally and in written forms.
- Good administrative skills and an attention to detail.
- Sensitivity and understanding to the needs of shop volunteers and customers, many of whom may have experienced Rennie Grove Peace services or be bereaved themselves.
- Enjoy motivating, training and engaging a diverse team, whilst managing individual performance sensitively.
- Be a perfect match with our values.

### Desirable

- Experience of managing and motivating teams of volunteers.
- Commercially minded.
- Enjoys the breadth or activities required of a shop manager, including merchandising, stock management, financial management and reporting.

### This role will suit someone who

- Has a passion for retail and enjoys motivating and engaging a diverse team.
- Understands and enjoys the breadth of actively required for a shop manager, from leadership to operational excellence.
- Understands and enjoys mentoring and training and can build trusting, empathetic and caring relationships with the shop team and those in head office.
- Is commercially minded, able to prioritise and optimise sales and profit opportunities in a retail environment.
- Has an eye for detail, especially health and safety or wellbeing matters.
- Loves building long-term relationships with customers and the local community/
- Is flexible and enjoys variety around where and what they work on.

## A bit more about the role



### Hours and location

- You'll work 37.5 hours a week.
- You'll be based at a Rennie Grove Peace shop in the advertised area.
- Working at all Rennie Grove Peace shops and offices may be necessary on occasion to carry out this role.

### Reporting lines

- You'll report to the Area Manager.
- You'll be line managing the staff and volunteers in the shop.
- You'll be working closely with Volunteer Services, Fundraising, local traders and other shop managers.



### **A few other important requirements of the role**

- Manual handling and/or heavy lifting: Yes
- Full, current valid UK driving licence: Desirable
- Access to a vehicle which can be used for work purposes: Desirable
- Car insurance, including business cover: Desirable
- Disclosure and Barring Services Check: Enhanced check child workforce with barring list

Lone working may be required from time to time

Applications are welcome from candidates who are over 18 – after completing full time education at school or college/or an apprenticeship.

### **Other information**

- This job description will be reviewed as part of your annual appraisal (IPR) and is not intended to be a complete list of responsibilities. To meet the ever-changing needs of the service you may be required to perform other duties within your capacity, appropriate with your grade, competence, professional qualifications, and general level of responsibility within the organisation.
- Rennie Grove Peace commits to:  
Encouraging equality, diversity, and inclusion (EDI) in the workplace.  
Creating an environment in which individual differences and the contributions of our staff, potential staff and volunteers are recognised and valued and people are treated with dignity and respect.  
Applying the EDI Policy across all areas of recruitment, training, promotion, transfers, terms and conditions of employment, grievance and disciplinary procedures and decisions.  
Employing the best qualified staff based on aptitude and ability regardless of their background, providing equal opportunity for the advancement of all, including promotion and training.
- Rennie Grove Peace believes in providing appropriate training and development for all employees and you're encouraged to attend appropriate courses (internal and external).
- Rennie Grove Peace provides a high-quality service thanks to the enthusiasm and commitment of both staff and volunteers. We expect all staff to work positively alongside our volunteers and demonstrate our values (currently in development.)
- You will carry out your duties according to our Rennie Grove Peace philosophy, always acting in such a manner to justify public trust and confidence and to safeguard the interests and confidentiality of individual patients and their families.
- You should be always aware of the confidential nature of our work of Rennie Grove Peace at all times.
- Rennie Grove Peace is a smoke-free organisation.

