

Job Details

Job Title: Store Manager – Gatehouse Way

Job Reports to: Area Manager

Direct Reports: The Store Manager will be responsible for line managing a large staff team including Assistant Managers and Sales Assistants, as well as supporting and leading a team of volunteers.

Salary: £30,000 per annum

Hours: Full time (5 days a week)

Location: Aylesbury

Job Purpose:

To lead and manage the staff and volunteer team to engaging support for FNHC from the local community, maximise sales and profit, encourage stock donations and actively promote Gift Aid and the Hospice Lottery.

The Store Manager has full responsibility for managing all aspects of the new store in Gatehouse Way, which will include a busy donation station.

The Store Manager will provide leadership, exemplify collaboration, and provide supportive line management a large team of staff and volunteers.

Working as part of the Retail team, the Store Manager will support and respond to the requirements of the FNHC Retail operation in order to support the smooth running of the retail operations.

About Florence Nightingale Hospice Charity

Florence Nightingale Hospice Charity commits to funding over £1.5m a year to provide high quality hospice care for people living in Buckinghamshire and its borders.

Florence Nightingale Hospice Charity's (FNHC) vision is to support the best hospice care for local people in Buckinghamshire and bordering areas. We commission and fund services from the NHS Florence Nightingale Hospice (FNH), which operates from its building at Stoke Mandeville Hospital and in the local community.

Key Accountabilities

- ☀ To maximise the commercial potential of the new Gatehouse Way site by delivering an excellent retail offer for the local community.
- ☀ Lead the Gatehouse Way team of staff and volunteers to achieve agreed income targets – sales, Gift Aid and Hospice Lottery.
- ☀ Ensure the smooth running of the donation station, providing exceptional donor service and ensuring that Gift Aid is promoted and that Gift Aid donated stock is managed in line with HMRC guidelines.
- ☀ Support the recruitment, induction, training and retention of volunteers, promoting a happy and productive working environment for the volunteers.
- ☀ Line management responsibility for the Gatehouse Way team, providing effective support, training and personal development, regularly reviewing performance and ensuring that KPI's and objectives are met.
- ☀ Maximise sales through effective stock management, pricing, display and merchandising. The role involves significant levels of stock handling.
- ☀ Ensure that the store maintains a standard of excellence at all times with regard to customer and donor service.
- ☀ Ensure Health & Safety standards and procedures are met to keep everybody safe on the premises.
- ☀ Ensure compliance with financial reporting and cash handling.
- ☀ At all times, safeguard the Charity's reputation by working in a professional manner and personifying FNHC values.

Additional Information

This job description is not intended to be a complete list of responsibilities. To meet the ever changing needs of the Charity you may be required to perform other duties within your capacity and competence.

Manual handling and heavy lifting – required for this role

Full current and valid driving licence – not required for this role

Access to a vehicle that can be used for work purposes – not required for this role

Car insurance, including business cover – not required for this role

Disclosure & Barring Service check – required for this role

Job Experience, Skills & Qualifications

- ☀ Experience of managing a large team in charity or large-format retail.
- ☀ Experience of leading a team to achieve considerable sales targets in a retail environment.
- ☀ Demonstrable line management experience, with a focus on the support and development of staff.
- ☀ Experience of working with volunteers, and able to work positively with people of all abilities.
- ☀ Highly motivated and driven with a keen interest in donated product. This role will involve a significant level of stock management.
- ☀ Ability to deal with difficult customers and situations with professionalism and without judgement.
- ☀ Proven ability and enthusiasm for working collaboratively across teams and at all levels.
- ☀ Physically fit and able to lift and carry large quantities of donations of stock, waste and recycling on a daily basis. Please note that this is a large site which includes a donation station.
- ☀ Demonstrable positive, solution-focused, 'can-do' attitude.

Employee Benefits

We offer interesting and varied roles, believe in empowerment, and offering you a competitive salary and opportunities for development and training. You will be joining a supportive culture that encourages a healthy work-life balance and you'll be part of a positive and friendly Retail team.

- ☀ Workplace pension - 5% ER contribution (with an option to increase to 6%)
- ☀ 26 days annual leave plus statutory holidays (increasing by a day a year up to 5 years service)
- ☀ Generous company sick pay allowance
- ☀ Enhanced maternity/paternity/adoption leave
- ☀ Access to Smart Health services, including GP Online 24/7
- ☀ Employee Assistance Programme
- ☀ Life Assurance equivalent to 3x salary
- ☀ Membership of the Blue Light scheme, offering a wide range of discounts