

Job Details

Job Title: Shop Manager – Marlow

Job Reports to: Area Manager

Direct Reports: The Shop Manager is responsible for line managing an Assistant Manager, Shop Supervisor as well as leading a team of volunteers.

Salary: £28,739.57per annum

Hours: Full time (40 hours per week), working 5 days over 7, weekend working on a rota basis.

Location: Marlow

Job Purpose:

To work with the Assistant Manager, Shop Supervisor and volunteer team to engage support for FNHC from the local community, maximise sales and profit, and actively promote Gift Aid and the Hospice Lottery.

The Shop Manager has full responsibility for all aspects of managing the shop and should at all times positively promote and support the aims of the Charity.

About Florence Nightingale Hospice Charity

Florence Nightingale Hospice Charity commits to funding over £1m 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 work closely and collaboratively with the Assistant Manager, Shop Supervisor and volunteer team to deliver an excellent retail offer for the local community
- ✿ Achieve agreed income targets – sales, Gift Aid and Hospice Lottery
- ✿ Support the recruitment, induction, training and retention of volunteers, promoting a happy and productive working environment for the volunteers
- ✿ Ensure that a standard of excellence is maintained at all times with regard to customer service
- ✿ Maximise sales through effective stock management, pricing, display and merchandising

- ☀️ Ensure that the shop is adequately staffed with volunteers to maintain the required level of service
- ☀️ Receive all donations with gratitude and appreciation, ensuring that Gift Aid is promoted and that Gift Aid donated stock is managed in line with HMRC guidelines
- ☀️ Ensure Health & Safety standards and procedures are met to keep everybody safe
- ☀️ Ensure compliance with financial reporting and cash handling
- ☀️ Line management responsibility for the Assistant Manager, providing effective support, training and personal development.
- ☀️ 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 – preferred but not required for this role

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

Car insurance, including business cover – required for this role if car user

Disclosure & Barring Service check – required for this role

Job Experience, Skills & Qualifications

- ☀️ Experience of managing a team in charity or fashion retail
- ☀️ Demonstrable experience of leading a team to achieve sales targets in a customer facing retail environment
- ☀️ 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, creative and with a keen interest in fashion and/or donated product
- ☀️ 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
- ☀️ Demonstrable organisational, customer service and stock management skills
- ☀️ Physically fit and able to lift and carry large quantities of donations of stock including waste and recycling on a daily basis
- ☀️ 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

Other details

- ✿ **Closing date: 29th September 2024**, but candidates are encouraged to apply promptly as we will withdraw the advert when we have sufficient suitable candidates to shortlist for interview.