



Job Title: Retail Assistant Manager

Salary: £16,610.88 per year (pro rata)

Location: Henley

Hours: 24 hours per week including Saturday and Sunday on rota (3 full days out of 7)

Reports to: Retail Shop Manager

Responsible for: Supervision of volunteers and other staff members

Overview:

We are always looking for excellent people to bring their skills, values driven behaviours and commitment to ambition to deliver “quality of life, to the end of life, for everyone” to join our charity.

As one team we raise money, support each other whether in clinical teams, or corporate services to ensure everything runs efficiently and smoothly and delivers the best outcome for our patients and their families. Being part of a great team in a complex organisation is demanding, but also really rewarding. If you want to be part of our retail team then we’d love to work with you.

Culture:

We look for people who really care about their work and have huge amounts of compassion to give. If you want to work as part of a culture which develops your skills and values, and builds your confidence to be the best version of yourself, then this is the right place for you. We work hard to look after our people, our patients, our families and our reputation.

All patients are Thames Hospice patients and therefore we always support the patient and their family irrespective of our individual role. We represent the wider charity and clinical model at all times.

Our organisational values are:



Responsibilities:

Care with Agility - excellent care and support tailored to patients and families in their preferred setting:

- To maintain excellent knowledge of Thames Hospice so that patient, family, staff and volunteer queries can be answered correctly
- Supports the smooth running of the shop by being flexible, organised, and proactive in daily tasks, allowing a steady flow of income to improve patient care.

Financial Sustainability – generating sustainable funding with integrity to ensure excellent hospice care:

- Promotes sales through excellent customer service and product knowledge.
- Handles cash and card transactions accurately and securely.
- Supports stock rotation, pricing, and merchandising to maximise revenue.
- Minimises waste and uses resources responsibly to support Thames Hospice's financial goals.
- To support the achievement of budgeted sales targets and maximum profit

Supportive Culture - fostering an inclusive, compassionate culture, ensuring outstanding care and management:

- Works collaboratively with staff and volunteers, contributing to a positive team environment, with a friendly and approachable attitude.
- Demonstrates respect, empathy, and professionalism in all interactions.
- Supports and supervises new team members and volunteers through encouragement and guidance and strong communication.
- Upholds Thames Hospice's values and commitment to equality, diversity, and inclusion.

Extending reach - expanding access to our services, ensuring equitable care for all, especially underserved communities:

- Welcomes and engages with customers from all backgrounds with warmth and respect.
- Promotes awareness of the Thames Hospice's mission and services through positive representation.
- Supports community events, campaigns, or outreach activities when required.
- Helps create an inclusive space where everyone feels valued and supported.

Specific Role Responsibilities:

- To promote Gift Aid, including training of all staff and volunteers and ensure all administration procedures are followed in line with HMRC regulations
- Support shop managers in daily operations, including team management, stock rotation, pricing, identifying high-value items, and overseeing back-room operations and stock control.
- Monitor shop maintenance, report issues, and manage the storage of stock and recycling of waste.
- Assist in planning daily shop operations, including deliveries, collections, and stock levels.
- Deputising for the shop manager when they are absent
- Ensure adequate staff and volunteer rotas during trading hours.
- Ensure compliance with Health and Safety, Trading Standards, and data protection regulations, and train staff and volunteers in fire/evacuation procedures.
- Follow Thames Hospice procedures for handling money and goods, ensure shop security, report accidents and incidents, and act as key holder for security of takings, stock, and premises.
- It is a manual role involving lifting, sorting, and carrying donated stock.
- Use of steaming machine to steam clothes
- Proportion of day spent working on a computer, inputting information
- Occasionally dealing with difficult/challenging customers
- Use of IT systems e.g. Stock IT system including word, excel and email.

Experience Required:

- Recent retail experience in a supervisory role, including sales targets (essential)
- Experience of working in a fashion environment with brand knowledge (essential)
- Experience of supervising staff and cash handling (essential)
- Knowledge of Health and Safety obligations (essential)
- Willingness and ability to demonstrate commitment to Thames Hospice values (essential)
- Experience of recruiting and managing volunteers as well as working for a charity (desirable)

Special conditions of appointment to this role:

- Appointment is subject to an Enhanced Disclosure and Barring Service check
- Access to own vehicle, current driving licence with insurance cover for “Business Use”. Regular travel to all Thames Hospice shops will be required.