



Job Title: Retail Manager (3 months Fixed Term)

Salary: £29,182.40 per year

Location: Farnham Common

Hours: 40hrs per week (5 full days to include Saturdays on rota)

Reports to: Retail Area Manager

Responsible for: Assistant Retail Manager, Volunteers

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 always represent the wider charity and clinical model.

Our organisational values are:



Compassion

Compassion for everyone in a safe and caring environment



Ambition

The desire and determination to serve everyone in our community



Respect

Respect for everyone's dignity



Excellence

Committed to excellence in everything we do

Responsibilities:

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

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

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 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 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 Job Responsibilities

- Ensure adherence to Health & Safety, Trading Standards, and Data Protection regulations, including Gift Aid and staff records.
- Maintain shop security, including safe handling of money, stock, and premises, and act as a key holder.
- Ensure staff and volunteers are trained in fire safety and evacuation procedures and promptly report accidents and incidents using the appropriate procedures.
- Travel to retail manager meetings and training sessions as required
- To be flexible and work in neighbouring shops should the need arise
- Some manual handling - lifting, carrying and sorting stock over 2 floors, and the use of steaming machine to steam clothes
- Proportion of day spent working on a computer, inputting information
- Occasionally dealing with difficult/challenging customers
- Manage the daily operations of the shop, including deliveries, collections, and stock control.
- Support and coordinate staff and volunteer schedules to ensure consistent coverage.

Experience:

- Recent retail experience in a managerial role, including sales targets as well as experience of working in a fashion environment with brand knowledge (essential)
- Experience of managing staff, including recruitment, setting objectives, developing staff and managing performance (essential)
- Experience of cash handling and knowledge of Health and Safety obligations (essential)
- Experience of Visual Merchandising (Essential)
- Willingness and ability to demonstrate commitment to Thames Hospice values (essential)
- Demonstrable skills in written and spoken English that are adequate to enable effective communication about relevant topics with customers and colleagues (essential)
- Experience of recruiting and managing volunteers, and of working for a charity (desirable)

Special conditions of appointment to this role:

- Appointment is subject to an Enhanced Disclosure and Barring Service check
- To be flexible and to work increased hours to cover holidays, sickness, training or other meetings
- Current driving licence with insurance cover for “Business Use” (*desirable*)