



Jersey Hospice Care

JOB DESCRIPTION

Job Title:	Shop Manager (East)
Reports to:	Head of Retail
Department:	Retail
Hours:	37.5 hours
Working Pattern:	Monday to Sunday, working 5 days in 7, (including Weekends and Public and Bank Holidays) on a Rota basis between the core hours of 8am to 5pm
Contract Type:	Permanent – Full Time

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

Responsible for the day-to-day running of Jersey Hospice Care's East charity shop, to maintain a high level of customer service and maximise revenue.

To work collaboratively with the Head of Retail and other members of the Retail Management Team and provide cover and support in other retail locations as required. To build good team spirit by effectively communicating with the Head of Retail, colleagues, and volunteers. Lead, manage, develop, and train colleagues and volunteers, ensuring their understanding of their roles and responsibilities and the importance of delivering excellent customer service.

Job Context

The post holder will be based at the East shop site in Grouville and required to work within core retail hours (8am – 5pm) which includes alternate weekends to suit the needs of the business. The post holder may be required to cover sickness, annual or other leave for the other Shop Managers and work Monday to Sunday working 5 days in 7, where the shift pattern varies. The post holder would be entitled to the equivalent time off during the week which would be allocated via the eRoster system.

Nature and Scope of Role

In order to meet the objectives, the post holder will have responsibilities in the four domains of work:

1. **Management of the Shop**
2. **Leading the management and development of Colleagues and Volunteers**
3. **Management of Finances**
4. **Operational**

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Management of the Shop

- Provide a courteous and helpful service to the public, dealing with issues, complaints, and queries.
- Responsible for ensuring donations are prioritised, sorted, and priced on a daily basis in accordance with the sorting and pricing policy.
- Oversee the merchandising, stock control, rotation, and presentation of goods to optimize sales from purchase lines to ensure agreed margins are achieved.
- Responsible for purchasing shop essentials.
- Overall responsibility for ensuring that the shop is safe, clean, and tidy at all times and housekeeping is undertaken to company standards.
- Check that the exterior of the shop is maintained to a good standard and report any issues or concerns immediately to the Landlord and Hospice's Properties and Facilities Manager.
- Responsible for regularly checking that shop equipment is kept in good working order, reporting any issues or concerns as appropriate in a timely manner.
- Inform the Properties and Facilities Manager of any necessary repairs and maintenance required. Agree action plans and costs and organise for work to take place using authorised contractors.
- Work collaboratively with the Income Generation Team and Head of Retail in the planning and implementation of effective sales promotions and to raise the profile of the shops, including the creation of quality displays where appropriate.
- Ensure all shop administration is completed to agreed deadlines and in line with policies and procedures, including the use and management of tills, receipts, and records.
- Oversee and support the Deputy Shop Manager as required, in enforcing Health and Safety Policy and Procedures.
- Maintain an awareness of developments in local Jersey shops, especially in the charity sector, updating the Head of Retail as required.

2. Leading the management and development of Colleagues and Volunteers

- Oversee and supervise the work of the Retail Team, including organising colleague and volunteer rotas.
- Facilitate the setting of objectives and annual appraisals for all direct reports, in adherence with Jersey Hospice Care approach and within due timelines.
- Motivate the Retail Team, colleagues and volunteers, to ensure their understanding of the importance of achieving personal objectives and the retail goals and objectives along with Jersey Hospice Care's ethos, mission, values and behaviours.
- Provide guidance to the van drivers to ensure all deliveries and collections are conducted in an efficient and timely manner.
- Ensure that work rotas are communicated timely, effectively and adhered to, and that colleagues and volunteers' details are kept up to date.

- Create and manage standards relating to customer service. Provide feedback to colleagues and volunteers when standards are not met, identifying, and addressing training needs as they arise.
- Overall responsibility for recruitment, onboarding, and induction training of new colleagues and volunteers, to develop and motivate sufficient numbers of colleagues and volunteers to ensure the shops can effectively open during the agreed hours and operate to required standards.
- Effectively communicate (via regular Team meetings, 1:1's, written and oral information) with colleagues and volunteers to foster a positive team spirit and ensure they fully understand the retail goals and objectives, and the vision, mission, values, and behaviours, of Jersey Hospice Care.
- Responsible for ensuring the welfare of colleagues, volunteers, and customers by implementing trading standards and health and safety legislation/policies. Arranging training in health and safety procedures and maintaining a safe environment free from hazards and keeping appropriate reports and records.
- Work in partnership with other Hospice shops, colleagues, and volunteers and with colleagues across all Teams within Jersey Hospice Care.

3. Management of Finance

- To ensure adherence to Jersey Hospice Care's policies for the control, reconciliation and banking of shop takings and weekly returns.
- To identify opportunities to increase and maximise sales and share with the Head of Retail and implement as required
- Responsible for the authorisation and administration of Petty Cash
- Work within agreed budgets e.g., sales and cost so that net income budgets are achieved.
- Undertake any other reasonable duties as requested by the Head of Retail or other senior colleagues.

4. Operational

- Continually looking for ways to raise standards and improving the shop floor.
- Required to undertake general store duties on both the shop floor and donation area.
- Ensure donations are prioritised, sorted and priced on a daily basis in accordance with the sorting and pricing policy.
- Oversee the merchandising, stock control, rotation, and presentation of goods to optimize sales from purchase lines to ensure agreed margins are achieved.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all colleagues at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All colleagues are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical colleagues and all clinical colleagues will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All colleagues have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, colleagues, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all colleagues must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All colleagues have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Shop Manager (East)		
Essential Criteria for selection		Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent. 	<ul style="list-style-type: none"> • Health & Safety • Manual Handling
Knowledge and Experience	<ul style="list-style-type: none"> • Significant retail and duty management experience • Experience of line managing a multi-disciplined team • Must be proficient in reconciling, handling, banking monies and be able to operate to the highest standards of honesty and integrity. • Proven experience in identifying ways to raise customer service and stock presentation standards, improve business processes, and increase sales and profit. 	<ul style="list-style-type: none"> • Strong analytical skills • Commercial acumen • Keen interest and awareness of the charity retail sector
Technical abilities	<ul style="list-style-type: none"> • Extensive experience of using, and training others in full EPOS operations • Knowledge of Microsoft packages including Office 365, Teams, Word, Excel, and Outlook. 	<ul style="list-style-type: none"> • Experience of working with in-house systems
Personal attributes	<ul style="list-style-type: none"> • Good communication skills with the ability to convey information clearly, both orally and in writing. • Must be able to calmly resolve conflicts and deliver feedback to colleagues and volunteers. • An organised approach to administration and the ability to meet deadlines. • The ability to manage and work effectively with a team of volunteers and to build and maintain positive relationships with colleagues and customer alike. • The ability to manage a demanding workload, with conflicting priorities and to demonstrate a flexible and adaptable approach to work. • Use your own initiative and take responsibility for achieving retail objectives. Smart appearance and physically fit. 	<ul style="list-style-type: none"> • Strong presentation skills • The ability to build a network of external stakeholders for the benefit of Jersey Hospice Care

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our colleagues irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' colleagues are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.