



**Jersey Hospice Care**  
*your care, your choice, your time*

## **JOB DESCRIPTION**

<b>Job Title:</b>	Deputy Shop Manager (East)
<b>Reports to:</b>	Shop Manager (East)
<b>Department:</b>	Retail
<b>Hours:</b>	37.5 hours
<b>Working Pattern:</b>	Monday to Sunday, working 5 days in 7, on a Rota basis between the core hours of 8am to 5pm
<b>Contract Type:</b>	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 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**

To support the Shop Manager (East) with the day-to-day management of the shop team. Building good team spirit by effectively communicating with Head of Retail, Senior Shop Manager, Shop Manager (East), colleagues, and volunteers. Train colleagues and volunteers so they understand their roles and responsibilities and the importance of delivering excellent customer service.

### **Job Context**

The post holder will be based at the Hospice Shop East shop site within Holme Grown and required to work within core retail hours (8am – 5pm) which includes alternate Saturdays to suit the needs of the business. The post holder would be entitled to the equivalent time off during the week which would be allocated by the management team 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. **Knowledge and Experience**

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.
- Ensure donations are sorted and priced daily 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 the effective and safe management of the delivery vehicle, including conducting regular safety checks, supervision of fortnightly cleaning regimes, scheduling of regular service inspections and all necessary remedial works.
- Responsible for purchasing shop essentials.
- Ensure 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.
- Regularly check that shop equipment is kept in good working order.
- 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.
- Plan and assist in implementing effective sales promotions and to raise the profile of the shops, including the creation of quality displays where appropriate. and necessary training to all colleagues and volunteers.
- 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.
- Enforce Health and Safety Policy and Procedures and necessary training to all colleagues and volunteers.
- Maintain an awareness of developments in local Jersey shops, especially in the charity sector, updating the Shop Manager (East) and Head of Retail as required.

### **2. Leading the Management and Development of Colleagues and Volunteers**

- Oversee and supervise the work of the shop co-ordinators, colleagues and volunteers including organising colleagues and volunteer rotas.
- Motivate the retail team of colleagues and volunteers to ensure that they understand the importance of achieving the goals and retail objectives, mission, values, and ethos of Jersey Hospice Care.
- Provide support and supervision to the van drivers to ensure all deliveries and collections are conducted in an efficient and timely manner, and that safety and cleanliness standards of the fleet is upheld at all times.
- Ensure that work rotas are communicated effectively and adhered to, and that colleagues and volunteers' details are kept up to date.
- Support the Shop Manager (East) in setting up and managing standards relating to customer service. Provide feedback when colleagues and volunteers do not meet these standards, identifying and addressing training needs as they arise.
- Support the Shop Manager (East) in recruiting, training (including thorough induction training for new volunteers), developing and motivating enough volunteers and colleagues to ensure the shops can open during the agreed hours and operate to required standards.
- Effectively communicate (via regular meetings, written and oral information) with colleagues and volunteers to foster a positive team spirit and ensure they fully understand the retail objectives, mission, values, and ethos of JHC.

- Ensure 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.

### **3. Management of Finance**

- To follow JHC's policies for the control, reconciliation and banking of shop takings and weekly returns.
- To identify opportunities to increase and maximise sales.
- Minimise the cost of operating the fleet through a calendar of planned, preventative maintenance, and regular cleaning regimes.
- Responsible for the authorisation and administration of Petty Cash
- Work within agreed budgets e.g., sales and cost so the gross margin can be achieved.
- Undertake any other reasonable duties as requested by the Shop Manager (East) or other senior colleagues.

### **4. Knowledge and Experience**

- The post holder will have relevant experience of at least five years in a retail environment of which three should be at supervisory or management level.
- Good communication skills with the ability to convey information clearly, both orally and in writing. Must be able to calmly resolve conflict 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 customers.
- Must be proficient in reconciling, handling, and banking monies and be able to operate to the highest standards of honesty and integrity.
- The ability to manage a demanding workload, with conflicting priorities and to demonstrate a flexible and adaptable approach to work.
- Use own initiative and take responsibility for achieving retail objectives. Continually look for ways of raising standards and improving the business.
- Smart appearance and physically fit.

### **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 workforces. 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		
Deputy Shop Manager		
	Essential Criteria for selection	Desirable Criteria for selection
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Health and Safety</li> <li>• Manual Handling</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Significant retail experience</li> <li>• Supervisory or management experience with the ability to develop and manage a team</li> <li>• Key holding experience</li> <li>• Cash handling and reconciliation</li> </ul>	<ul style="list-style-type: none"> <li>• Duty management in a retail environment</li> <li>• Facilities and fleet upkeep</li> </ul>
<b>Technical abilities</b>	<ul style="list-style-type: none"> <li>• PC literate with working knowledge of Microsoft packages including Office 365, Teams, Word, Excel, and Outlook.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Good communication skills with the ability to convey information clearly, both orally and in writing</li> <li>• An organised approach to administration and the ability to meet deadlines.</li> <li>• Honesty and Integrity</li> <li>• The ability to manage a demanding workload, with conflicting priorities and to demonstrate a flexible and adaptable approach to work.</li> </ul>	<ul style="list-style-type: none"> <li>• The ability to calmly resolve conflicts and deliver feedback to colleagues and volunteers.</li> </ul>

#### 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.

**Living Well team** – works in partnership with other providers to support patients and families from the point of diagnosis. They are based in the community and hospital and support with physical challenges such as pain or fatigue, emotional or psychological support. Signpost and support with social or financial worries, support with spirituality and help patients and families plan for the future in whatever way matters most to them.

**Out of hours telephone on call** – operates 5pm- 9am Monday to Friday then 5pm Friday to 9am Monday morning. Is staffed by specialist nurses and staff grade doctors and provides on island telephone advice to health professionals.

**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 coordinate 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.