

East Anglia Children's Hospices - EACH

Job Description



Job Title: Relief and Support Manager

Responsible to: Area Manager

Directorate: Retail

Job Summary:

- To manage EACH charity shops on a relief basis, in the absence of the Shop Manager.
- To maximise sales of donated stock, New Goods, Gift Aid and eCommerce, to maintain or increase performance against sales targets for the period of their cover.
- To provide guidance and direction to volunteers, in the managers absence.
- To implement EACH retail policies and follow retail guidelines.
- To provide support, assistance and training, to shop staff, to enable them to grow their skills base and run their shop effectively.
- To support EACH retail in its ambition to be the most loved charity shop in our community.

Please note that this role will require a significant amount of travelling across the region for which you will be reimbursed.

Responsibilities:

Retail Performance

- Support shops booking relief cover and provide guidance on taking steps to arrange emergency cover.
- Be familiar with shop targets when providing cover and ensure that performance is maintained against all budgets for the period of cover.
- Maintain shop income, in the absence of the shop manager, by ensuring consistency in the quality and pricing of goods.
- Support shops to achieve eCommerce sales by assisting with training and listing, as required.
- Promote Gift Aid to donors, support initiatives for growth, and process in line with EACH procedures.

- Manage and undertake the sorting, moving and storage of high volumes of donated goods, preparing items for display and sale, and rotating stock in line with EACH standards and procedures.
- Maintain a high standard of display, presentation and cleanliness throughout the shop floors and stockrooms including cleaning, organising stock, and retouching displays, tidying rails and shelves etc. Promote good practice across retail.

Volunteers & staffing

- Manage the shop and volunteer team in the absence of the shop manager, by providing leadership, support, guidance, training and direction.
- Develop expertise in EACH retail process and procedures in order to provide training to staff and volunteers, to support induction, grow skills in your team and close knowledge gaps.
- Foster good relationships to ensure happy and supportive environments, in which all volunteers can thrive and make a positive contribution.

Community

- Assist shops in your Area to drive initiatives to build community support for stock donations, volunteers and retail activity.
- Be a good representative of EACH, embracing our values and behaviours, and ensuring positive relationships with customers and the local communities.

General

- Take responsibility for the effective day to day management of health and safety, ensuring compliance with EACH policies, procedures and legal requirements, in relation to work areas and associated work activities, for the period of cover. Ensuring that H&S issues or property concerns are appropriately escalated.
- Take responsibility for all aspects of security – stock, premises, money (retail income and cash donations) staff/volunteers and GDPR for the period of cover.
- Be a first point of contact for new and established staff, by phone, and provide guidance in regards to retail process and procedures.
- Undertake any other duties that are within the scope, spirit and purpose of the job, the title of the post and it's grading, as requested by your line manager or their higher level of authority.

General requirements

- Maintain confidentiality in all areas of work at EACH.
- Ensure that your conduct within and outside EACH does not conflict with organisational expectations.
- Actively support and promote EACH and all its policies.
- Promote the safeguarding and welfare of children, young people and vulnerable adults
- Ensure an awareness and observation of Fire and Health and Safety Regulations.
- Ensure the respect, dignity and rights to privacy of children, young people and their families as far as possible.

EACH - Values

Empathy and understanding

Understanding the view and feelings of others is central to our work relationships and how we interact daily

Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve

Open and respectful

We operate in an honest and participative way. Welcoming constructive feedback and different views, we understand the power of words and behaviour and hold ourselves accountable for maintaining a positive and considerate work environment

Make it happen

We are empowered to and take responsibility for getting things done

Additional Points of Reference

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

The management and clinical philosophy of EACH is based on a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate according to this concept. All staff must be sympathetic to, and able to project the philosophy and concept of hospice care.

The role of volunteers is integral with the work of EACH, and paid staff are required to underpin this in their attitude and actions.

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Person Specification



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	Essential	Desirable
Knowledge/ Training	<ul style="list-style-type: none"> Knowledge of and ability to interpret financial reports and the importance of hitting targets. A good understanding of the needs of volunteers. 	
Experience	<ul style="list-style-type: none"> Working in a fast paced environment achieving sales & income budgets. Retail management experience Leading, motivating and developing a team. Managing own workload and working under pressure to achieve targets. 	<ul style="list-style-type: none"> Charity Retail experience Experience of building relationships within the local community. Recruitment and training of staff & volunteers. Managing Health & Safety. Experience of Training
Skills & Abilities	<ul style="list-style-type: none"> High levels of tenacity with a proven approach to driving performance. A warm and welcoming approach with excellent people, communication & customer service skills. Highly organised and able to prioritise & multitask, and use own initiative to solve issues. Strong numeracy skills. Confident using electronic devices such as tills, tablets & computers. 	<ul style="list-style-type: none"> Experience of cashing up/ counting money A keen sense and appreciation of visual display.
Other Requirements	<ul style="list-style-type: none"> Able to work weekends and public holidays. Able to travel to cover other shops and attend training as requested Able to lift and carry bags and boxes full of donated stock, including clothes and books, and (depending on shop) light/heavy furniture. 	<ul style="list-style-type: none"> Full UK drivers licence and able to travel between shops.