

Job title:	Shop Manager	Reporting to:	Shops Area Operations Manager
Department/Group:	Trading	Job code/Req no.:	
Location:	Chapter Two	Travel required:	No
Band		Position type:	Permanent

Main Duties & Responsibilities

- Maximise sales to achieve/exceed annual budget
- Manage, plan and co-ordinate all day to day retail activities within the shop
- Action all required daily and weekly EPOS reporting procedures at the specified time
- Manage volunteer/bank staff rota with the Shops Area Operations Manager to ensure adequate and appropriate shop cover during trading hours
- Drive Gift Aid sign ups and repeat donor capture to achieve budgeted conversion rate. Put in place measures to achieve this including volunteer engagement.
- Manage and operate agreed stock rotation system to regularly update stock and keep refreshed at all times
- Follow agreed till, cashing up and banking procedures when handling money
- Show real appreciation to donors for all donated items at all times
- Deliver and maintain a high standard of presentation of merchandise
- Engage with the local community including local stakeholders such as the local council, faith groups, nurseries, schools and colleges
- Plan and execute a calendar of shop events including monthly diversity book club and weekly storytime
- Proactive use of social media to promote Chapter Two including shop promotions and engagement with the local community x minimum 3 posts per week
- Support Fundraising teams to promote key events in the shop
- Provide excellence in customer service at all times and actively respond and listen to customers and volunteers to demonstrate time and care
- Provide manager cover in other shop locations as required
- Demonstrate professional expertise and ensure all tasks are completed in line with best practice and Hospice policy
- Support the charity strategy, and help identify opportunities and challenges
- Deliver and maintain professional relationships with individuals and organisations whether direct, or indirect interface with The Hospice of St Francis
- Work with productivity measures and best practice to accomplish individual objectives that contribute to the department goals

Qualifications, Skills, Experience, Knowledge & Approach

- Good level of education – A level or equivalent
- Experienced charity/High Street retail manager (minimum 3 years) with demonstrable experience of commercial success and accountability – a track record of increasing and sustaining growth
- Inspiring visible leadership skills – ability to motivate others to achieve goals, communicate and deliver objectives.
- Confident line management skills
- Passion for retail with a strong design aesthetic
- Ability to lead a team in order to deliver high standards of customer service and presentation
- Exceptional communication and interpersonal skills – good listener, empathetic and patient
- Confident social media skills to proactively drive footfall and raise awareness
- Team player

• Strong analytical skills – ability to analyse KPI's to drive business forward • Proven outstanding operational and organisational skills • Solution focused – able to work independently and flexibly where required • Ability to interact positively with all non clinical and clinical staff • Ability to work at pace in a physically demanding environment • Ability to interact positively with local community • Driver with own transport			
Communication • Clear and effective communication with peers. • Ability to follow written and verbal instructions accurately. • Works cooperatively as part of a team. • An accessible, visible, and credible ambassador for the Hospice. • Ability to communicate with empathy, professionalism, and sensitivity			
Decision Making • Prioritising daily store activities and workforce allocation. • Managing staff performance, rotas, and scheduling requirements. • Resolving customer complaints and service issues within company guidelines. • Making decisions on stock replenishment, merchandising, and product presentation. • Monitoring sales performance and implementing actions to improve results. • Ensuring compliance with company policies, health and safety, and security procedures. • Authorising refunds, exchanges, discounts, and goodwill gestures within agreed limits. • Identifying opportunities to improve operational efficiency, customer experience, and profitability. • Escalating significant financial, HR, or operational risks to senior management when required. • Uses commercial judgement and available data to make timely, effective decisions. • Evaluates risks, considers alternative solutions, and takes appropriate action. • Balances customer needs, business objectives, and operational requirements when making decisions. • Demonstrates accountability for outcomes and adjusts plans when necessary.			
Mental & Physical Consideration • Adaptable, flexible and with excellent attention to detail • Reliable and punctual, resilient and solution focused, hardworking and prepared to go the extra mile • Flexibility – willingness to work extra hours and change working pattern where needed • Ability to move and handle objects and loads including the use of appropriate equipment • Able to concentrate for long periods and switch between competing tasks effectively			
Working Conditions & Environment • Ability to move and handle objects, cages and loads including the use of appropriate equipment • Able to concentrate for long periods and switch between competing tasks effectively			
Health & Safety • Understand and comply with all Health and Safety, Fire and Infection Control regulations • Complete all mandatory training and ensure compliance of direct reports and contractors • Report and record any accidents or incidents and agree with the Director of Integrated Governance appropriate investigation, action and closed loop learning			
Safeguarding Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis.			
Last updated by:		Sam Lees	Date/Time: 14/07/2026