Job Description

Job Title: Deputy Shop Manager

Location: Rowcroft Hospice Shops

Reporting to: Shop Manager

Job purpose: Our Vision is to make every day the best day possible for our patients and those closest to them, living with life-limiting illnesses in South Devon. As a member of our Retail Team you will deliver this by using your commercial retail knowledge and experience to maximise income and profitability of your shop and Rowcroft Retail as a whole.

Our Values: Honesty & Integrity Generosity of Spirit Respect Team Player

Key Roles & Responsibilities:

Leadership & Management

- Accountable for managing day-to-day store operations and maintaining high standards in the absence of the Shop Manager, providing effective commercial and operational support across the retail portfolio, including Boutique/Niche and Community/High Street shops.
- Build effective relationships with Shop Managers and volunteers, fostering a positive culture and supporting delivery of agreed retail plans and strategies.
- Maintain effective two-way communication with Shop Managers and the Retail Management Team to understand business needs, targets and objectives for each shop supported.
- Support the achievement of weekly sales targets and KPIs by working collaboratively with Shop Managers and applying creative and commercial judgement.
- Support donation processing, stock selection, pricing and preparation for sale, sharing knowledge and best practice to improve service and commercial performance.
- Recruit, train and develop an inclusive and diverse volunteer team.
- Deliver excellent customer service and act as an ambassador for the hospice at all times.
- Demonstrate flexibility and a positive approach to changing business needs to help deliver an outstanding service.



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Stock

- Monitor stock levels and manage stock transfers, top-up requests and excess stock collections using the internal stock system.
- Maintain high standards when sorting donations, ensuring stock is commercially selected and opportunities are maximised for valuable, vintage, shared or recyclable items.
- Review stock rotation, quality and replenishment regularly, maintaining excellent visual merchandising standards to maximise sales.
- Ensure stock is priced appropriately to maximise profitability across shop, online and auction sales channels.
- Maximise Gift Aid opportunities, ensuring customers understand requirements and donor details are accurately recorded on the Kudos system.
- In the Manager's absence, ensure all new goods procedures are followed and take responsibility for new goods stock, including monthly stocktakes.

Health & Safety / Training

- Comply with all Health & Safety requirements and site-specific procedures, ensuring teams understand and follow relevant guidance.
- Participate actively in team meetings and maintain all mandatory and role-related training.
- Ensure high standards of housekeeping are maintained at all times.

Cash Handling & Security

- Maintain a safe environment for employees and cash by adhering to relevant policies and procedures.
- Verify cash, card and credit note transactions accurately and investigate any EPOS discrepancies.

This list can never be exhaustive and is subject to change in line with the evolving needs of the organisation, but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.



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Infection Prevention

All Rowcroft Hospice employees in both clinical and non-clinical roles are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to the following:

1. Decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings.
2. Take part in mandatory infection control training provided.
3. Responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including to contact Occupational Health for guidance.

Place of work:

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time).

This will be fully discussed and agreed with the postholder to meet individual and business needs.



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PERSON SPECIFICATION
Deputy Shop Manager

Attributes	Essential	Desirable
Qualifications and Training	• Good general level of education.	
Knowledge and Skills	• Commercial awareness & knowledge of current and up and coming trends. • Good understanding of retail concepts. • Strong initiative and leadership skills. • Ability to drive performance using available tools to manage the shop effectively. • Skilled at building productive and effective working relationships. • Good IT skills relevant to a retail environment.	• Demonstrable knowledge of our customer base across our portfolio of shops.
Experience	• Managing and working as part of team • Working to and meeting sales deadline/targets and other KPIs.	• Working in retail • Successfully working with and leading volunteers.
Personal Requirements	• Great communication skills with ability to connect with colleagues, volunteers and customers to deliver solutions and create the best customer experience. • Proven ability to apply commercial acumen in every day decision making. • Highly organised and efficient. • Ability to work collaboratively, adapt quickly, and react positively to changing business needs. • Ablility to work in a physically demanding role, standing for long periods and lifting heavy loads within legal limits. • Excellent eye for detail.	
Other Requirements	• Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. • Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.	• Willing and able to volunteer for at least one Rowcroft event each year.



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