

## Job Description

<b>Job Title:</b>	Boutique Manager - Dartmouth Boutique
<b>Location:</b>	Rowcroft Hospice Shop - Dartmouth Boutique
<b>Reporting to:</b>	Head of Retail
<b>Job purpose:</b>	Our Vision is to make every day the best day possible for 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 and Responsibilities

#### Leadership & Management

- Manage all store operations and deliver high standards, providing effective and commercial management.
- Build effective working relationships with all Shop Managers, Deputy Managers, and volunteers, embedding a positive ethos and the ability to work to agreed retail plans and strategies.
- Achieve weekly sales targets and KPIs by working cohesively and collaboratively with your team, using your creative and commercial acumen.
- Actively participate in positive two-way communication with the Retail Management Team, Retail Manager, Deputy Managers and other Shop Managers to ensure you are fully aware of business needs, targets and objectives for your shop and have a strong awareness of the wider team KPIs and performance.
- Exceed customer expectations by providing the highest quality service, acting as an ambassador for the hospice at all times.
- Plan your shop layout in accordance with sales data to maximise sales and control costs to achieve the agreed financial targets using data from the Kudos system. Proactively implement changes within the store to increase turnover/profit. Merchandise and display products using your creative and commercial acumen to achieve sales targets and create interest, maintaining the Rowcroft brand standards.
- Follow all administrative and financial procedures including banking, EPOS reconciliations, stock orders and Distribution returns.



- Promote the public image of Rowcroft through excellent customer service. Keep up to date with Hospice news to be able to act as an ambassador for Rowcroft and deliver a consistently warm and friendly customer experience.
- Be willing and flexible to respond positively to changing business needs and get involved with whatever needs to be done to deliver a great service.
- Lead by example creating a great place to work, facilitating and developing a culture of continuous improvement, promoting the brand standards of Rowcroft Retail.
- Build and develop a talented team of volunteers to maintain safe and effective staffing levels within the shop. Work closely with the Operations Manager and Volunteering Coordinator to recruit, train and develop volunteers.
- Be aware of and monitor other charity shops and developments in your local area and raise any opportunities with the Retail Development Manager.
- Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Undertake continuous professional development. Help to create an environment that is continually critically questioning practice and promoting learning.
- Play an active part in team meetings and ensure your mandatory and other relevant training is kept up to date.
- Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.

### Stock

- Monitor stock levels and manage top-up stock delivery requests/excess stock collection requirements, as and when necessary, through our internal digital stock system.
- Drive standards ensuring the quality of stock is consistent and selected with a commercial focus.

Continually review rotation, quality, and replenishment, ensuring excellent and creative visual merchandising standards are met to maximise sales.

### Health & Safety/Training

- Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures, health & Safety Inspections and reports, and annual fire safety risk assessments. Ensure the teams you lead understand and follow the requirements. Notify any issues or concerns to the Operations Manager.
- Ensure the highest standards of housekeeping are delivered consistently.



## Cash Handling and Security

- Ensure the safest possible environment for all employees and monies by observing the relevant policies and procedures.
- Check all transactions carefully for cash, credit card and credit notes, taking ownership of and investigating any EPOS discrepancies.
- Adopt a level of care and security of stock, buildings, equipment and consumables in the best interests of Rowcroft Hospice at all times.

This list can never be exhaustive but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.

## 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 responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To 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.



**PERSON SPECIFICATION**  
**Shop Manager - Dartmouth Boutique**

Attributes	Essential	Desirable
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Good general level of education.</li> </ul>	
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Commercial awareness and an understanding of various retail concepts and the ability to apply this to generate profits.</li> <li>• Strong initiative and leadership skills.</li> <li>• Ability to drive performance and use available tools to manage the shop effectively.</li> <li>• Skilled at building productive and effective working relationships.</li> <li>• Good IT skills relevant to a retail environment.</li> <li>• Exemplary customer service skills.</li> <li>• Creative and effective visual merchandising.</li> <li>• Excellent organisational and time management skills.</li> <li>• Ability to lead and motivate volunteer teams to achieve results.</li> <li>• Confident communicator who understands how to connect with colleagues, volunteers and customers to create the best customer experience.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous supervisory/shop manager experience in retail environment</li> <li>• Proven experience of working to and meeting sales targets and other KPIs and managing stock.</li> </ul>	
<b>Personal Requirements</b>	<ul style="list-style-type: none"> <li>• Proven ability to apply commercial acumen in every day decision making.</li> <li>• Ability to work collaboratively, adapt quickly, and react positively to changing business needs.</li> <li>• Able to work in a physically demanding role, standing for long periods and lifting heavy loads within legal limits.</li> <li>• Excellent eye for detail.</li> <li>• Able to work on your own.</li> </ul>	<ul style="list-style-type: none"> <li>• A good understanding of the purpose, values and strategy of Rowcroft Hospice.</li> <li>• Willing and able to volunteer for at least one Rowcroft event each year.</li> </ul>

