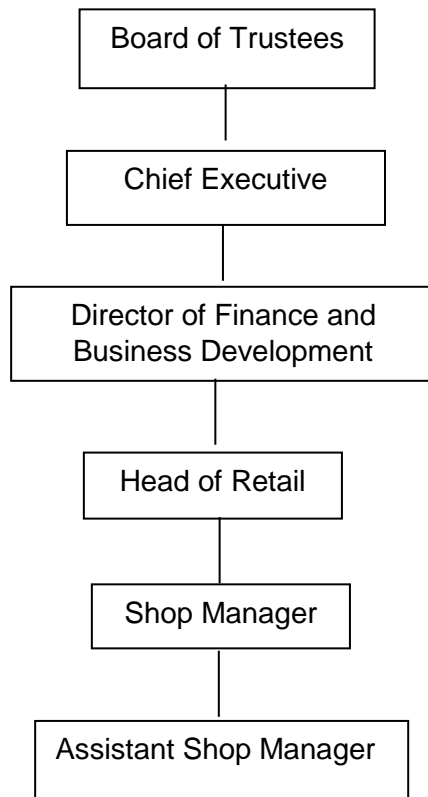


**Job Description**

<b>1. JOB DETAILS</b>	
<b>Job title:</b>	<b>Assistant Shop Manager</b>
<b>Organisation:</b>	<b>Hospice at Home Carlisle and North Lakeland</b>
<b>Managerially Accountable to :</b>	<b>Shop Manager</b>
<b>Location:</b>	<b>Hospice at Home Retail Shops</b>
<b>2. JOB SUMMARY</b>	
<p>To support the Shop Manager in ensuring the profitability and efficient running of the Hospice at Home Shops and sort donations in the Storage Unit. To promote Hospice at Home in all aspects of work in a professional and efficient manner.</p>	
<b>3. ROLE OF ORGANISATION</b>	
<p>To provide a comprehensive Hospice at Home service to enhance the experience of patients with cancer from diagnosis through treatments to palliative and end of life care and to others with progressive life threatening conditions. The service also supports relatives and carers providing care predominately in the home or within the local community.</p> <p>Hospice at Home is a charitable organisation working alongside and in collaboration with other specialist palliative care providers, local primary care services and Adult Social Care as well as acute settings and residential care.</p> <p>We offer day and night nursing care and support, respite provision, specialist services of Lymphoedema and Occupational Therapy, Bereavement and Family Support, Complementary Therapy and a Befriending Service.</p> <p>Care is provided by Registered Nurses, Nursing Associates, Assistant Practitioners, Health Care Assistants, Volunteers, Counsellors and Allied Health Care Professionals supported by administrative staff.</p>	

#### 4. ORGANISATIONAL CHART



#### 5. KEY WORKING RELATIONSHIPS

**Internal**

Staff and Volunteers

**External**

Donors

General Public

Organisations and Clubs

Stakeholders (Including Business Partners). Suppliers of goods and services

The above list is not exhaustive and there will be other external bodies that the post holder will have links to either as a one off or on-going basis.

## 6. DUTIES AND RESPONSIBILITIES OF THE POST

### Key Responsibilities and Tasks

- To be proactive in generating donated goods from the public.
- To support the manager in sorting and valuing donated goods to generate maximum revenue and disposal of unsuitable items by appropriate means. This would take place both in the shops and designated storage areas.
- To maintain a high standard of display, presentation and cleanliness throughout the shop.
- To support shop volunteers.
- To assist with the management of the volunteer rota, ensuring adequate staffing for the efficient day to day running of the shop, including additional cover in the manager's absence.
- To support the manager in maintaining the highest standards of customer care.
- To ensure completion of all relevant administration in an accurate and timely fashion in the absence of the shop manager.
- To be responsible for financial procedures, including the operation of the cash register, cashing up and reconciling the day's takings at the end of the day in accordance with Hospice at Home cash handling procedures as required and in the absence of the manager.
- To be responsible for ensuring that the gross daily takings are banked on the appropriate day as required and in the absence of the manager.
- To ensure all maintenance matters are dealt with promptly in the absence of the manager.
- To encourage growth in the shop's turnover by promoting local awareness of Hospice at Home and the shop.
- To minimise loss of stock.
- To undertake any other reasonable duties as requested from time to time.
- The willingness to cover holidays and sickness where necessary.

This job description will be reviewed with the post holder annually.

## 7. WORK SETTING AND REVIEW

- To work unsupervised on a daily basis, manage and prioritise own workload. Work is supervised rather than managed. Reporting to line manager on a regular basis.
- On occasion and if required, be able to travel and work in any of the Hospice at Home retail shops.

<b>8. INDIVIDUAL RESPONSIBILITIES</b>
<p>The post holder is expected to</p> <ul style="list-style-type: none"> <li>• Adhere to Hospice at Home policies and procedures and relevant legislation</li> <li>• Attend Mandatory training as identified by Hospice at Home</li> <li>• Act as an ambassador for Hospice at Home</li> <li>• Participate in monthly management supervision</li> <li>• Participate in the appraisal process</li> <li>• Seek out training and development opportunities</li> </ul>
<b>9. CONFIDENTIALITY</b>
<p>The post holder must maintain the confidentiality of information about patients, staff and business in accordance with the General Data Protection Regulations (GDPR) and Caldicott principles.</p>
<b>10. HEALTH AND SAFETY</b>
<p>Employees must be aware of the responsibilities placed upon them under the Health &amp; Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, volunteers and customers.</p>
<b>11. RISK MANAGEMENT</b>
<p>All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.</p>
<b>12. EQUALITY AND DIVERSITY</b>
<p>All employees of Hospice at Home have responsibility to:</p> <ul style="list-style-type: none"> <li>• Act in ways that support equality and value diversity</li> <li>• Treat everyone with whom they come into contact with dignity and respect</li> <li>• Act in ways that are in accordance with Hospice at Home Equality and Diversity policy and Dignity in the Workplace policy</li> </ul>
<b>13. SAFEGUARDING</b>
<p>All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role within the organisation.</p>

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

**14. INFORMATION GOVERNANCE**

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Hospice at Home’s policies and procedures to ensure that information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with General Data Protection Regulation 2018. The post holder must check with the Caldicott Guardian or Information Governance Lead before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the General Data Protection Regulation 2018.

The post holder must manage the records they create or hold during the course of their employment with the organisation in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. General Data Protection Regulation 2018 , Freedom of Information Act 2000, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the General Data Protection Regulation 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic, is accurate, complete and relevant.

**15. JOB DESCRIPTION AGREEMENT**

Post holder’s signature .....

Date .....

Line Manager’s signature .....

Date .....

**PERSON SPECIFICATION**

**POST TITLE: Assistant Shop Manager**

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>Educated to GCSE Level or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Retail Specific Qualifications</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Retail experience</li> <li>Experience of dealing with the public face to face and over the phone and via email</li> <li>Able to work independently and as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>Retail Management experience</li> <li>Window Dressing experience</li> <li>Merchandising experience</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>An understanding and knowledge of Health and Safety</li> <li>An understanding and knowledge of manual handling</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Familiarity with &amp; interest in, charity shops and the voluntary sector</li> <li>An understanding of First Aid</li> <li>A keen interest in Fashion and current trends</li> </ul>
Skills and Aptitudes	<ul style="list-style-type: none"> <li>Ability to communicate effectively with staff, volunteers and customers in person, over the telephone and in writing via email or letter</li> <li>Numerate and IT literate</li> <li>Ability to supervise and motivate a team of volunteers</li> <li>Good customer relation skills</li> <li>Able to deal with complaints and resolve difficult situations</li> <li>Knowledge and understanding of social media platforms and able to provide appropriate content</li> <li>Understanding of the Charity's aims, vision and mission</li> </ul>	<ul style="list-style-type: none"> <li>Able to set tasks, teach and supervise others</li> <li>Able to complete tasks to the highest standard</li> <li>Understands and interested in recycle, reuse and repurpose.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>Reliability</li> <li>Flexible, enthusiastic approach to work</li> <li>Honesty</li> <li>Able to work alone or as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>Be adaptable</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to work flexibly across the week and holiday periods</li> </ul>	
Other requirements	<ul style="list-style-type: none"> <li>• Must be able to drive, have own transport and travel between all sites.</li> <li>• Required to attend training and regular meetings in Dalston</li> </ul>	

**PERSON SPECIFICATION AGREEMENT**

Post holder	.....
Date	.....
Line Manager	.....
Date	.....