

## Job Information Pack



This exciting opportunity has arisen for Store Manager to manage Sartori Stores Narberth and Nostalgia Tenby; to further develop the income stream and to support the increasing demands for Hospice at Home Care in Pembrokeshire.

The successful candidate will be responsible for running two stores; will manage volunteers; will be highly motivated, organised and have a flair for retail. They will manage stock, be passionate about sales and delivering excellent customer service.

It is advantageous for the candidate to have retail experience gained either in the retail or charity sector and have good sound volunteer management.

If you have the enthusiasm, energy and positive approach that will ensure you meet the challenges of charity retailing, then Paul Sartori Hospice at Home want to hear from you.

**Role Title:** Store Manager

**Reports to:** Head of Retail

**Responsibility for:** Allocated Paul Sartori Foundation Retail Outlet / Retail Volunteers

**Location:** Sartori Stores Narberth & Nostalgia Tenby

**Hours:** 37 ½ hours per week, Monday to Sunday with occasional evening. Flexibility around hours of work considered

**Holiday Entitlement:** 25 days plus bank holidays

**Role Duration:** Permanent. 6 month probationary period

**Salary:** £16,240 per annum

### KEY AIMS:

To support the Head of Retail in managing and operating a professional retail business reflecting the Paul Sartori Foundation Hospice at Home Core Values.

To maximise sales and gift aid as well as manage expenditure across the allocated retail outlet to financially contribute to the Paul Sartori Foundation's Hospice at Home Services.

Manage and grow the retail business by leading, supporting, motivating and developing volunteer team members.

Proactively work towards both financial and non-financial measurable objectives to meet the strategic aims of the business.

## **MAIN DUTIES:**

### **Income and Expenditure**

- Maximise profitability by meeting agreed budgets
- Maintain expenditure within acceptable financial constraints
- Promote and train gift aid processes and procedures in allocated outlets
- Implement the Sartori Store and Home Furnishing policies pricing and stock control management systems

### **People Management**

- Recruit, build and manage an effective team of volunteers to support the day to day shop operations
- Ensure that the development needs of volunteers are identified and met, through one to one meetings and reviews
- Promote community relationships within all shops in-line with the Paul Sartori Foundation's Core Values
- Implement retail procedures and systems within allocated stores to maximise volunteer recruitment and retention
- Work with the Head of Retail to ensure that people management issues are satisfied, and relevant policies and procedures are adhered to
- Maintain good working relationships with volunteers and colleagues at all levels
- Liaise with key internal and external stakeholders including Trustees, staff, volunteers, outside contractors, governing bodies, such as Trading Standards, Fire Officers, Environmental Health to benefit the allocated store/s
- Give frequent feedback to store teams to help with self and store development

### **Operations**

- Implement the Foundation recycling processes to minimise waste and maximise income from non-saleable donations
- Develop and educate volunteers to improve merchandise knowledge to maximise donation potential
- Educate and implement pricing structures to maximise donation value
- Take all reasonable steps to ensure allocated shops are open to maximise sales and support trade within the community
- Attend meetings relevant to your role within the charity
- This role may, in the future, require you to manage two locations

### **Strategy**

- Support the development of the overall business strategy as required
- Contribute to a volunteer recruitment strategy to meet the needs of the retail estate
- Communicate the retail strategy implementation from Trustees and Senior Managers to all retail stakeholders
- Maintain local knowledge of the market place, competitors and trends to influence the retail strategy
- Raise awareness of the retail business and the Charity throughout the community
- Support other areas of the charity to help promote and generate income for the retail outlets

### **Policy**

- Implement Health and Safety across allocated stores. Ensuring Health and Safety recommendations are managed effectively and within a timely manner
- Undertake risk assessments to ensure safety at all times within allocated stores
- Demonstrate a commitment to equal opportunities and diversity
- Implement policies and procedures to maintain security and consistency throughout the Charity and retail business
- Promote core retail values Caring, Honesty, Respect and Responsibility

**Reporting**

- Analyse statistical and financial information on a monthly basis with the Head of Retail to understand and drive objectives through all Sartori Store & Home Furnishings outlets

**Personal Development**

- Regularly review allocated shop financial and non-financial objectives and progress with the Head of Retail and store volunteers
- Attend annual and 6 month reviews with your line manager to discuss performance and personal development

**Other**

- The job description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Knowledge	Retail industry Management experience Health & safety management	Charity industry Sales and expenditure performance Basic financial acumen
Skills	Self-motivation Communication Interpersonal Initiative Integrity Time management / prioritising Organised Respect of confidentiality Accuracy and attention to detail	Welsh speaking IT and systems
Experience	People & volunteer management	Experience in a retail role Managing teams remotely
Qualifications	Driving Licence	Business or equivalent qualification People Management Volunteer Management Health & Safety

*This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business.*

**Please apply, forwarding your CV and covering letter outlining your suitability for the role to: Mr Tim Davies, Head of Retail**

**Either via email: [tim@paulsartori.org](mailto:tim@paulsartori.org)**

**Or via post: Paul Sartori Hospice at Home, Paul Sartori House, Winch Lane, Haverfordwest, SA61 1RP**

**Closing date for applications: WEDNESDAY 18<sup>TH</sup> JULY 2018**

**Please note that if you have not received a response within one week of the closing date for applications, you have not been successful on this occasion.**