

Job Description

Job Title:	Deputy Manager - Boutique/Niche, Community/High Street, Ella's Café Lounge/Mobile Café, Furniture
Hours:	37.5 (open to job share/reduced hours)
Location:	Across all Rowcroft Hospice Retail Outlets and Warehouse
Reporting to:	Retail Manager
Salary:	£18,500 (+ Enhancement for Ella's)
Job purpose:	As a responsible and committed Deputy Manager, your role will be integral to providing effective management support to our Shop Managers across our retail outlets. Using your commercial retail knowledge and experience to maximise income and profitability, you will also be part of a new 'Superfluid' Retail Team, working flexibly and utilising your individual skills and talent to meet business needs. You will be a good motivator and communicator, who ensures your volunteer teams are working cohesively together to achieve targets that will support and deliver our vision to make every day the best day possible for our patients and their families in South Devon.

Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key Responsibilities:

- Fully accountable for managing all day to day store operations and delivering high standards in the absence of the Shop Manager, providing effective and commercial management support across our retail portfolio: Furniture, Ella's, Boutique/Niche, Community/High Street.
- Build effective working relationships with all Shop Managers and volunteers in the shops that you support, embedding a positive ethos and the ability to work to agreed retail plans and strategies.
- Actively participate in positive two way communication with the Shop Managers, Retail Manager and Head Office to develop an understanding of the business needs, and an awareness of the targets and objectives for each of the shops you provide cover for.
- Accountable for helping to achieve weekly sales targets, KPIs etc, by working cohesively and collaboratively with Shop Managers, using your creative and commercial acumen.
- Work as part of a 'Superfluid Retail Team' which will include working alongside the clothing and non-clothing donations team to help sort, pick and pack stock, sharing your knowledge of our shops to continually improve our service and enhance our commerciality.
- Build, train and develop a successful, inclusive and diverse team of volunteers.

- Exceed customer expectations by providing the highest quality service, acting as an ambassador for the hospice at all times.
- 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.
- Share your knowledge, expertise, and best practice with team members to maximise overall contribution to our retail business.

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 (Trello).
- Drive standards when sorting donations, ensuring the quality of stock is consistent and selected with a commercial focus, being mindful of items of value, vintage and viable recycling opportunities.
- Continually review rotation, quality, and replenishment, ensuring excellent and creative visual merchandising standards are met to maximise sales.
- Achieve the optimal price point for all stock items, recognising the need for best practice in terms of maximising profitability (Shop/Online/Auction) in the best interests of the hospice.
- Maximise opportunities to promote Gift Aid on donated items ensuring that the customer is informed of the current Gift Aid legal requirements and the new donor details are accurately input on the Kudos system.
- In the Manager's absence, to ensure all new goods processes and procedures are followed, being accountable for new goods stock, including monthly stocktaking.

Ella's

- Serve customers in a warm, professional and friendly manner, taking food and drink orders, and processing payments.
- Assist in the preparation of the café lounge/mobile café and counters before, during and at the end of service, ensuring that work is carried out within established guidelines and operating procedures.
- Ensure adequate stock levels of supplies and consumables for café, managing orders and stock rotation, ensuring food wastage is monitored and kept to a minimum.
- Ensure compliance at all times with Health & Safety and Food Hygiene legislation, keeping all areas clean and tidy, including table clearing, dishwashing, sweeping and mopping floors.

Health & Safety/Training

- Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures appropriate to each of the locations you work within, ensuring the teams you lead understand and follow the required guidance.
- Play an active part in team meetings, and ensure your mandatory and other relevant training is kept up-to-date.
- 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.
- 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:

1. To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
2. To take part in mandatory infection control training provided;
3. 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.

PERSON SPECIFICATION

DEPUTY MANAGER

Attributes	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> Good general level of education. 	
Knowledge and Skills	<ul style="list-style-type: none"> Commercial awareness/demonstrable knowledge of current fashion trends/ brands, and an understanding of various retail concepts. Strong initiative and leadership skills. Ability to drive performance and use available tools to manage the shop effectively. Skilled at building productive and effective working relationships. Good IT skills relevant to a retail environment. 	<ul style="list-style-type: none"> Demonstrable knowledge of our customer base across our portfolio of shops.
Experience	<ul style="list-style-type: none"> Proven experience of successfully building and leading a team. Previous experience in fashion retail/retail management. Proven experience of working to and meeting sales targets and other KPIs. 	<ul style="list-style-type: none"> Experience of successfully working with and leading volunteers.
Personal Requirements	<ul style="list-style-type: none"> Confident communicator who understands how 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. Able to work in a physically demanding role, standing for long periods and lifting heavy loads within legal limits. Excellent eye for detail. 	
Other Requirements	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Willing and able to volunteer for at least one Rowcroft event each year.