

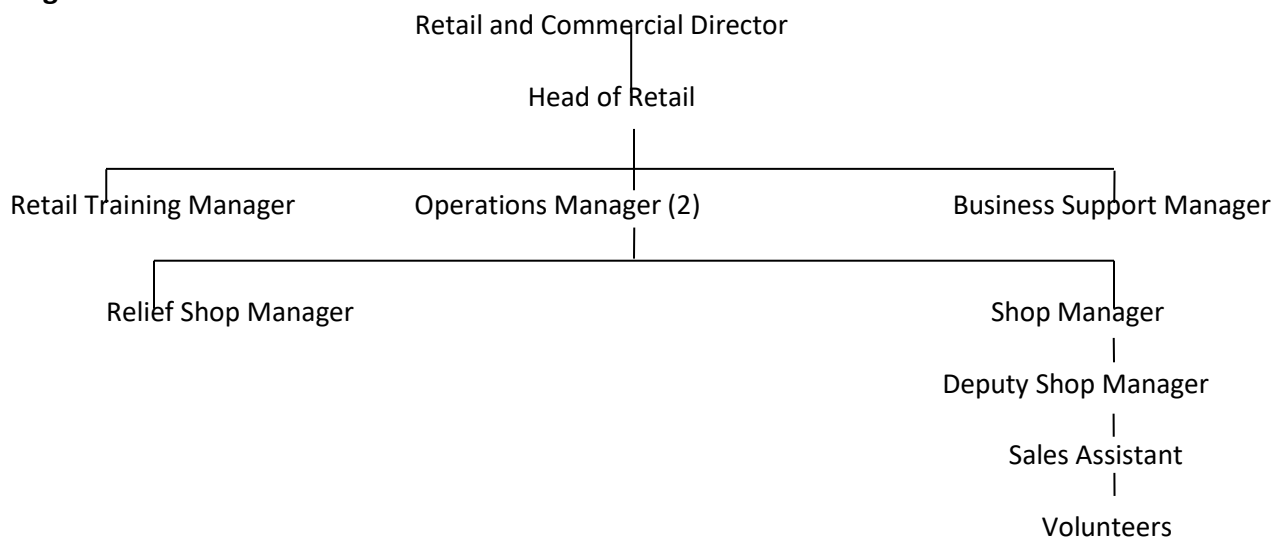
We are patient centred, compassionate, respectful, brave, self-aware, informed and driven

Agreed Job Description and Person Specification

Job Title:	Area Relief Manager
Line Manager:	Area Manager
Professionally Accountable to:	Retail and Commercial Director
Job Purpose <ul style="list-style-type: none"> To ensure that, through effective and innovative management, the shop's annual performance targets, including Gift Aid, are achieved or exceeded. To ensure that the shop complies with all legal requirements and all hospice and retail operating policies and procedures. Through the trading activities of the shop and communication with staff and customers, to represent St Margaret's Hospice and promote its services and fundraising activity. 	
Responsibilities <p>Whilst managing any St Margaret's Shop</p> <ul style="list-style-type: none"> To maintain the highest possible standards of customer service at all times To maintain a high standard of merchandising throughout the shop and to ensure that all sections are merchandised in accordance with the Retail Merchandising Policy. To ensure that accounting records are properly maintained, that till procedures are followed at all times, and that takings are banked in accordance with the Retail Till and Banking Policy. To manage and motivate the shop's deputy manager and the team of shop volunteers. To organise staff and volunteer rotas in order to ensure that the shop is adequately staffed at all times, in order to comply with the Trading Policy. To use the computer effectively in order to process Gift Aid, carry out online training and communicate with Hospice colleagues and members of the public as required. To support other shop managers by sorting and supplying stock to other shops, arranging cover for absences when needed and assisting other departments with the hospice as required. To attend meetings and training sessions as required by the operations manager, and in conjunction with the retail training manager, to ensure that the deputy manager and shop volunteers receive such training as is necessary for them to carry out their duties. To monitor competitors within the locality and to maintain an up-to-date knowledge of trends within the retail industry, including the charity sector. To ensure that the shop complies with all relevant legal and policy requirements, including trading standards, health and safety, hygiene and COSHH. To take reasonable care for their own health and safety and that of others who may be affected by their acts, or themselves at work. To ensure that confidentiality of information is adhered to at all times. 	

- To maintain and develop own skills and knowledge, and contribute to the development and training of the deputy manager and volunteers.
- To create and maintain a good working relationship with outside sub-contractors, local council officials, police and local businesses.
- To ensure that the security and fabric of the building is maintained, and to report defects to the operations manager.
- This role entails travel between our stores, situated across the county and surrounding areas. This could be on a daily basis and possibly may occur outside of normal working hours.
- This role requires a flexible approach to the needs of the business, often at short notice, to support our shops and the retail organisation.
- Equality and Diversity
 - To recognise the importance of people's rights and act in accordance with legislation policies and procedures.
 - To acknowledge and recognise people's expressed beliefs, preferences and choices, respect diversity, value people as individuals and encourage others to do so.
 - To support people who may need assistance, enabling them to make the best use of their abilities.
 - To promote an open and fair culture throughout the organisation.
- To undertake such other duties as may be required by the operations manager from time to time.

Organisational Chart



Additional Job Facts

- The postholder will from time to time deal directly with recently bereaved donors, and will require to be skilled in communicating with sensitivity, tact and diplomacy.
- The post calls for the regular use of a wide range of retail skills, and previous experience in the retail sector is essential.
- All staff are responsible for ensuring they follow good infection control practices at all times and that they are familiar with infection control policies, procedures and guidance. Undertaking the necessary level of training relevant to their area of work.

Equality and Diversity

- Recognise the importance of people's rights and act in accordance with legislation, policies and procedures
- Support people who may need assistance enabling them to make best use of their abilities
- Acknowledge and recognise people's expressed beliefs, preferences and choices, respect diversity, value people as individuals and encourage others to do so
- Promote a "can do" approach and an open and fair culture throughout the organisation.

Health & Safety And Risk Management

In order to protect the safety of the public, patients and staff, it is the responsibility of all employees to be aware of their duties under the Health and Safety at Work Act and under specific local or departmental Health and Safety Policies and to maintain a working environment that promotes health and safety.

In addition managers and individuals are responsible for considering the various activities of their department, so as to:

- Manage risks within their area of influence
- Implement control measures and contingency plans
- Report risk management activities and concerns to the Director of Nursing and Patient Services.

Confidentiality and Data Protection

Any matters of a confidential nature, including particular information relating to patients, their treatment and diagnosis and individual staff records must under no circumstances be divulged or made available to any unauthorised person(s).

Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act or an action for civil damages under the same Act in addition to any disciplinary action taken by the Hospice which might include dismissal. You should consult your line manager and/or the Data Protection Officer, Caldicott Guardian if you consider that there is a need to breach such confidentiality. You are advised that throughout your employment the Hospice will collate information to support Performance Management.

It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act.

Personal Development Review

The Hospice is committed to ensuring all staff receive an annual review, participate in the review scheme, and develop, in conjunction with their line manager an agreed personal development plan. All staff are expected to participate in the review scheme.

Changes To The Job

This job description is not restrictive and needs to be flexible to cope with the changing needs of the job and the Hospice. It should be taken as the current representation and consequently will be subject to review no less than annually. Any changes to the job description will be made following consultation with the individual before changes are made.

This post is subject to a Disclosure and Barring Service enhanced check.

The Hospice is committed to a policy of equal opportunities, and provides a smoke free work environment.

Signed _____ Postholder Date _____

Area Relief Manager Person Specification Form

A – Application; C – Certificates; I – Interview and assessment; R – References

Requirements	Essential	Assessed	Desirable	Assessed
Education/ Qualifications	Numeracy and literacy are essential elements of the post, commensurate with GCSE grade 3 or above in Maths and English	A, C, I		
Previous Experience	Previous experience in a retail environment is essential in this post	A, I	Previous experience in a Supervisory or Management post	A, I, R
Communication and People Skills	The post involves regular verbal and electronic communication with management to director level, with shop staff including volunteers, and with customers who may, from time to time, be close relatives of people who have recently died in the care of the hospice. Communication and diplomatic skills of a high order are an essential requirement of this post.	A, I		
Organisational Skills	The postholder is required to set priorities for themselves and all shop staff on a daily basis, and will often need to reconcile conflicting demands on resources to be deployed. Time management and organisation skills are essential.	A, I		
Special Knowledge	Knowledge of the law relating to trading standards, health & safety and COSHH is essential to this post	A, I	Knowledge of employment law	A, I

Requirements	Essential	Assessed	Desirable	Assessed
Other Requirements	Basic IT Skills	A,I		
	Physical fitness	A,I		
	Flexibility, and a pragmatic ability to solve problems as they arise.	A,I		
	Full Driving licence and access to own vehicle	A,I		