

Job Description

Job Title:	Relief Shop Manager	Department:	Retail
Reports to:	Area Manager/ Operations Manager Business	Salary:	£9.19 per hour
Accountable to:	Head of Fundraising, Lottery & Trading subsidiaries	Hours:	22.5 hrs per week over 3 days / 7 days
Responsible for:	Staff & volunteers in the shop	Location:	Various

Main Purpose of Job

- To cover any one of Compton Care's Charity Shops in line with company rules and guidelines to accommodate sickness absence, annual leave and general support and to be responsible for the overall supervision and operation of the shop whilst covering
- To be an ambassador for Compton Care in the local shop communities, promoting services and the importance of charity shops to generate additional income for the charity
- Always promote excellent customer service within your shop.

Main Responsibilities and Tasks

- Maintain accurate daily records of all sales and new stock items as required and keep adequate records of purchases for VAT purposes.
- To be responsible for daily cash takings, for banking the cash and for the safe storage of floats, in accordance with the organisations rules and guidelines.
- To maintain the shop sales area to a good standard, ensuring that equipment and fittings are in good working order.
- To be responsible for a high standard of merchandising and displaying of goods and items for sale.
- To manage, lead and motivate department colleagues to maximise income for the organisation.
- To liaise with other departments of within retail and Compton Care as and when needed, in the fulfilment of day to day business requirements
- To be responsible for the pricing of all goods for sale within the organisations rules and guidelines and to maximise sales.
- To ensure adequate stock rotation and flow of fresh stock onto the sales floor to maximise income according to Compton Care Retail's policies and procedures
- To be responsible for maximising income and reducing costs for the shop as a whole whilst covering the shop
- To be responsible for the safety and well-being of paid colleagues working with the shop by promoting and establishing a positive and safe working environment.
- To be responsible for the safety and well-being of volunteers working with the shop by promoting and establishing a positive and safe working environment.
- To support community events and organization wide events as and when required

Other

Governance and Risk

- Ensure that all staff for which the post holder has responsibility to participate in the development and implementation of clinical governance.
- Promote and facilitate the development of clinical audit and the management of clinical risk including patients' impact wherever possible and appropriate.
- Responsible for ensuring that effective monitoring systems are in place to include areas such as recruitment, appraisal, CPD, clinical supervision, performance management and registration verification.
- Investigate and implement lessons learned with regard to all complaints / incidents within section, ensuring that those are shared across the directorate as appropriate.

Smoking

- Compton acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted except in designated areas and in accordance with the guidelines set down within the No Smoking Policy.

Information Governance

- Compton Care requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the organisation and its service users and employees.
- All Compton Care employees are bound by a duty of confidentiality and must conduct their duties in line with the organisations Confidentiality Code of Practice, General Data Protection Regulation (2016/679 EU) (GDPR), will come into effect on 25 May 2018 throughout the EU and will replace the Data Protection Directive (95/46/EC), which is implemented in the UK through the Data Protection Act 1998.
- New governing legislation for collecting and processing personal data in the EU and Freedom of information Act which all employees must adhere to as this a binding legislative act from the European Union for the protection of personal data.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder's period of employment that relates to the business of the organisation and its service users and employees will remain the property of the Compton Care. Information may be subject to disclosure under legislation at the Organisation discretion and in line with national rules on exemption.
- Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the organisation taking legal action against them.
- Post-holders must ensure that they are aware of their responsibilities by attending the Compton Care Mandatory Training and Induction programmes.
- Your obligations of confidentiality shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed.
- This is provided that any such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Compton's Whistle Blowing Policy.

Corporate communication to support the charity

- Compton may require employees to support the organisations charitable activities.

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- All charitable activities are managed by the Marketing and Fundraising departments, and there may be times when the organisation will require employees to participate in promotional or publicity activities.

Customer Care - Our Mission will be a leader defining palliative care excellence in the UK

- The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently. All staff to abide by Compton Care Values:

Excellence and Innovation
Respect and accountability
Community and partnership
Passion and determination
Compassion and empathy

Equality and Diversity

- Compton's committed to promoting equal opportunities to achieve equity of access, experience and outcomes, and recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.
- Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference.
- All employees should be familiar with and actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.
- We take our legal and moral obligations with respect to equal opportunities seriously and welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Health and Safety

- As an employee you have a responsibility to abide by all of the safety practices and codes provided by Compton Care and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.
- All employees must comply with the Compton Care Health & Safety Policy. All employees must attend Health & Safety training as required within their department or as directed by their line manager.
- All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation. In addition, employees must comply with Compton's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

Risk Management:

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Infection Control

- Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficile by ensuring they are compliant with the Health Act 2006 - Code of Practice For The Prevention and Control of Healthcare Associated

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Infections (They Hygiene Code); and by ensuring they are familiar with the Compton Care Infection Control Policies, located on the Intranet.

- All employees must comply with the Compton Care Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.
- Compton is committed to reducing the risk of health care acquired infections. Accordingly it is essential that employees adhere to all infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). Employees should participate in infection prevention initiatives and challenge infection prevention practices, reporting breaches using Compton's incident reporting system.

Job Design and Review

- This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed with an updated job description.

Patient Experience and Public Involvement (PEPI)

- Compton is committed to gaining feedback from all those that use services provided by Compton through a variety of methods.
- Feedback is used to ensure that future services meet the needs of the patients and demonstrate continuous improvement.

Policies and Procedures Safeguarding

- All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation.
- Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil safeguarding children and adults at risk responsibilities.
- All employees are expected to comply with existing local Safeguarding policies and procedures, and Compton and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Disclosure and Barring Service

- There are some roles within the organisation that require enhanced DBS screening in order to be able to start work within the Organisation.
- Where relevant to the role employees will be required to undertake this screening as part of the recruitment process and this will be updated on a regular basis whilst in employment.

Statutory and Mandatory Training

- All employees are required to complete any statutory or mandatory training as required by Compton or statutory auditing and regulatory bodies.
- Employees also required to refresh training as required and undertake any additional training as part of being employed by the organisation.

Use of Information Technology

- All employees are required to undertake duties and development related to computerised information management to meet the changing needs and priorities of Compton, as determined by your manager and in accordance with the grade of the post.

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Person Specification

Requirements	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • High level of numeracy • Basic IT skills 	<ul style="list-style-type: none"> • GCSE Maths or equivalent • GCSE English or equivalent • First aid qualification • 'Train the trainer' or equivalent training qualification
Experience, knowledge and skills	<ul style="list-style-type: none"> • A proven ability to work within a team and have effective working • Previous experience managing people in a front-line retail or hospitality environment • Demonstrates an understanding of effective team leadership • Ability to follow organisation policy and procedures • Experience of promoting excellent customer service • Experience of promoting goods and services. • Experience of shop merchandising. • Ability to promote and be responsible for Legal and Health and Safety legislation as they pertain to a retail environment. • Good written and verbal communication skills • Ability to multi task and prioritise workload • Ability to work on own initiative • Understands the ethos of the organisation and demonstrates an ability to deal compassionately and sensitively with colleagues and customers 	<ul style="list-style-type: none"> • Ability to understand KPI's • Some experience of using a EPOS system • Some experience of gift aid • Experience of working with volunteers • An understanding of Hospice environment • An understanding of Charity retailing
Personal skills and attributes	<ul style="list-style-type: none"> • Customer focused • Willingness to learn • Flexible and adaptable to change 	

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	<ul style="list-style-type: none">• Good timekeeping and time management skills• Approachable and good listening skills• Conduct themselves in a professional manner• Strong work ethic.	
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