

## Weldmar Hospicecare

### Job Description and Person Specification

<b>Job Title:</b>	Deputy Outlet Manager
<b>Location:</b>	Shaftesbury Outlet
<b>Hours of work:</b>	35
<b>Grade:</b>	Retail Band 7
<b>Reports to:</b>	Outlet Manager
<b>Responsible for:</b>	Supporting the Outlet Manager Supervision of Outlet Assistants, Outlet Sorter & Processors, Collection & Delivery Drivers, Bank Support Staff and Volunteers

Weldmar Hospicecare is an independent charity that provides specialist end of life care to patients and those that are important to them throughout Dorset. This care is given in the comfort of patients own homes by Weldmar Community Nurses, via Day Services held across the county or as inpatients at our hospice in Dorchester. Our team of dedicated staff and volunteers ensure that we can continue to support patients through one of life's most difficult journeys. We work closely with other health care providers including the NHS to ensure that our patients receive the highest possible care.

We do receive some funding from the NHS but the majority of our income is generated by our fundraising and retail teams, which plays a vital part in securing income to fund our care, both now and in the future.

Weldmar Hospicecare has a well-established retail operation of 19 Charity Shops, 5 Outlets selling furniture on a large scale and 2 Trading Shops. With more planned for the future

As an independent charity, we provide personalised advice, care, and support to people in Dorset who have complex needs at the end of life, supporting both the patient and those important to them.



## Job Purpose

- To support the Outlet Manager with the running and development of Weldmar's Outlet, selling furniture on a large scale and a variety of other goods
- To support the Manager in generating maximum possible income from the sale of donated goods
- To support the Outlet Manager in maintaining good relations with the general public and promote the Hospice within the community
- To assist the Outlet Manager to line manage Outlet Assistants, Outlet Sorter & Processors, Collection & Delivery Drivers, Bank Support Staff and Volunteers

## Scope and Limits of Authority

As part of the Management Team to be responsible for sales and distribution

As part of the Management Team accept/collect donated goods and follow the Outlet Managers guidance with the sorting, pricing, promoting and organisation of these goods

In the Outlet Managers absence, undertake the implementation of adequate coverage during the Outlets opening hours

The Deputy Manager will implement the Managers guidelines on the commercial layout requirements, displays, presentation and standards, and take responsibility of any changes in the Managers absence

The Deputy Manager must report to the Outlet Manager with any concerns or incidents when covering the Outlet or to the Area Manager in their absence

As part of the Management Team and in the Managers absence, be responsible for Financial Management including cost control

## Job tasks

To work with a team of paid staff and volunteers, providing support and work based supervision, and take guidance from the Manager as to the development needs and deployment of this team



As part of the Management team and in the Managers absence implement Weldmar's commitment with the Retail Volunteer Training Programme

To maintain knowledge of the daily/weekly/annual sales targets

To support the Manager in Weldmar's commitment to claim Gift Aid on donated items

- Ask and recruit for New Donors
- Acknowledge Repeat Donors
- Complete all administration both written and on PC as required by the Manager
- Ensuring the correct price ticket is used
- Operate Gift Aid Systems to support Weldmar's responsibilities to the HMRC
- Support the Manager of Stationery Management

In the Manager's absence and as part of the Management team implement Weldmar's administration systems both written and on PC

- Operate the new EPOS system – following manual instructions
- Financial banking control
- Reporting – in the Manager's absence or as requested both written and verbal
- Promotion and acceptance of Lottery
- Implementing the payment service/opportunities for increased sales with the effective use of electronic sales

In the Managers absence, to monitor sales from the windows, display areas and sales floor so changes and replenishment can be made

To support the Manager in the sales & development of selling furniture for Weldmar

To support the Manager to co-ordinate telephone calls for collections and deliveries of furniture. Ensuring support is given for effective cost control

Ensure that the quality of furniture wishing to be donated is in line with H&S and Trading Standards guidelines

In the Mangers absence ensuring that the Van is operated within the H&S guidelines and Security

To support Weldmar and the Manager by identifying collectable goods to be valued by a specialist



To unpack and sort donated goods, ensuring the quality and pricing of stock is maintained within Weldmar's guidelines

To identify goods for re-cycling, dispose and clear rubbish. Support the Manager in seeking new initiatives for re-cycling opportunities

To promote the stock using Weldmar's stock care disciplines and guidelines

As part of the Management team keep the Outlet well presented, clean and tidy

To demonstrate good customer service

To maintain knowledge of health and safety requirements, ensure own team and area are complying and in the Managers absence take responsibility for all areas of Health & Safety

- To complete AIR's forms as required
- To operate Fire Evacuation procedure
- To review/observe/follow the Maintenance Manual guidelines
- To take special guidance with Manual Handling ref: Furniture moving
- Act responsibly with weight and lifting
- Records kept for all H&S checks

To maintain knowledge of security requirements, ensure own team and area are complying and in the Managers absence take responsibility for all areas of Security

The day to day tasks outlined above will require the post holder to routinely undertake physical work involving lifting, handling and moving donated stock items. The physical aspects of the work are an integral part of the job and require the post holder to be fit and able to carry out tasks at all times

To participate in Deputy Manager's forums as required and Weldmar's Training programmes

To work as part of the Retail Operations Team and provide support and assistance to other outlets and shops as requested by the Director/Area Managers



## PERSON SPECIFICATION

### **Qualifications and Knowledge**

- Knowledge of retail, including stock display and promotion, and ideally a background at Supervisory level
- Good knowledge of customer service orientation
- Understanding of the role and contribution of volunteers
- Understanding of administration within a retail environment

### **Experience**

- Previous experience in retailing, including being accountable for attaining targets, ideally at supervisory level
- Sound Customer Service

### **Skills and Abilities**

- Good planning and organising skills and ability to prioritise the extremely varied workload of a Charity Shop
- Good people supervision skills and the ability to motivate and help lead a team of volunteers
- Ability to take part in the training and development of a team of volunteers
- The need to have a good visual and presentation skills
- Basic administration skills in order to support the record keeping, financial recording, monitoring and banking within the shop
- Ability to support a Manager in their role to create a welcoming Charity Shop, with Customer Service and goodwill as a priority
- To be fit and able to undertake Moving & Handling on a regular basis of all donated goods including boxes and other awkward packages

### **Other Requirements**

- Commitment to the values and ethos of Weldmar Hospicecare
- Act as an advocate and ambassador for the Charity
- Commitment to and understanding of equality and diversity and how this translates into good practice
- Understands and conforms to Weldmar Hospicecare infection prevention and health and safety policies and actively promotes best practice at all times.
- Commitment to own continued (professional and) personal development
- Ability to travel which requires a full valid driving licence and business insurance (if applicable)

