

JOB DESCRIPTION: HOSPICE EBOP SHOPS' MANAGER

Position Title: HOSPICE SHOPS MANAGER

Flexible Locations: Hospice Shop Whakatane, Hospice EBOP, and will include regular travel to Hospice Shop Opotiki.

Responsible to: Chief Executive (CE)

Responsible for: Leadership and financial performance of the Hospice shops and staff.

Functional Relationships with:

- Hospice Management, Staff, Volunteers & Trustees
- Donors of shop goods
- General public
- Local businesses and local media representatives

Objectives of Position:

- To ensure Hospice Shops are **the** ultimate destination shop, providing a retail "experience"
- To oversee Hospice Shops staff ensuring awareness and demonstration of excellence in customer service.
- To ensure Hospice Shops meet Hospice EBOP financial requirements while adhering to policies and safe practice
- To attract donations of quality items for sale in shops
- To raise Hospice EBOP's profile through Hospice Shop promotions
- To establish hospice shop as the "employer" of choice for volunteers locally

Key Role-Specific Accountabilities

Note: Staff refers to both paid and unpaid staff / volunteers.

1 Leadership of Hospice EBOP Shops

- 1.1 Demonstrates active leadership of Hospice EBOP shops, through excellent inter-personal skills managing and motivating staff and volunteers to achieve sales targets and ensure efficiency.
- 1.2 Ensures monthly sales targets and budgeted surplus achieved
- 1.3 Meets at least quarterly with Hospice shop staff to foster a positive environment with active leadership and communication with store staff, ensuring they feel connected and valued as members of the organisation
- 1.4 Ensures shop(s) are adequately staffed to meet safe operating requirements
- 1.5 Meets regularly with the Fundraising and Volunteer Coordinator to discuss volunteer and fundraising matters of joint interest.
- 1.6 Reports at least monthly to CE on shop performance
- 1.7 Ensures culture of quality improvement is evident in shop practises, including Health and Safety requirements
- 1.8 Researches stock pricing and ensures stock is consistently priced to maximize sales and profit
- 1.9 Manages rotation of stock between stores
- 1.10 Investigates and resolves customer complaints
- 1.11 Contributes to annual & strategic planning for Hospice Shops, attends Hospice staff and volunteer meetings.
- 1.12 Liaises with other local retailers, local Chamber of Commerce retail group
- 1.13 Constantly scans local retail environment, and community activities to maximise sales & promotional opportunities

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2 Shop Daily Trading

- 2.1 Ensures excellent customer service is provided at all times, by all Hospice Shop staff
- 2.2 Ensures the store is open on time, premises & surrounds are clean and well presented
- 2.3 Ensures daily sales targets are met and expenditure does not exceed agreed budget
- 2.4 Reconciles daily takings with EFTPOS and till receipts; prepares bank deposits
- 2.5 Maintains accurate financial records in accordance with Hospice EBOP procedures and audit requirements
- 2.6 Ensures all stock is of high quality, safe, well-prepared and displayed, with regular stock rotation
- 2.7 Ensures culture of quality improvement evident in shop practises, including Health and Safety requirement
- 2.8 Utilises and follows shop operational procedures, including but not limited to ordering supplies, end of day takings, and inter office communication.
- 2.9 Opportunities for theft/shoplifting are minimised
- 2.10 Ensures premises are secure at end of day and when unattended
- 2.11 Actively seeks ways to effectively store and dispose of excess stock

3 Staff Management

- 3.1 Demonstrates excellence as a role model for the volunteer team
- 3.2 Clearly acknowledges the valuable role of staff including volunteers within Hospice EBOP
- 3.3 Ensures adequate volunteers to fill shop(s) roster and meet shop's operational needs
- 3.4 Actively seeks and encourages people to volunteer for Hospice Shop, and works with Volunteer Team Coordinator to recruit sufficient volunteers to meet operating requirements
- 3.5 Provides thorough induction, orientation and ongoing training of shop volunteers in conjunction with Volunteer Team Coordinator
- 3.6 Undertakes reference checks of shop volunteer applicants, in a timely manner
- 3.7 Ensures volunteer daily roles meet operating requirements
- 3.8 Ensures store provides a safe environment for staff and customers

4 Promotion

- 4.1 Organises store promotions in line with annual shop promotion calendar and in conjunction with PR coordinator
- 4.2 Seeks innovative ways to increase sales and donations of quality goods
- 4.3 Promotes Hospice services by direct links with customers and suppliers (through counter work and other promotions)
- 4.4 Window displays are attractive and attract sales, are changed at least weekly, incorporate shop content and promote local events

Hospice EBOP Employee Accountabilities and Responsibilities (applicable to all employees)

Works as a professional and committed team member within the philosophy, vision & mission, policies, procedures and guidelines of HEBOP.

Note: Staff includes unpaid staff/ volunteers

1 Team work and communication

- 1.1 Establishes and maintains positive relationships with all Hospice EBOP staff.
- 1.2 Demonstrates effective interpersonal communication based on respect, ensuring others are treated with kindness.
- 1.3 Works with staff in a collaborative and open manner.
- 1.4 Attends and contributes to staff meetings.
- 1.5 Seeks out opportunities to assist other staff members as time allows.
- 1.6 Makes positive contributions towards effective and efficient working relationships within team(s).

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2 Professional competency/practice

- 2.1 Maintains all qualifications, including registrations and practicing certificates, as required for legal and safe practice. (as applicable)
- 2.2 Keeps current on knowledge of and adheres to best practice and legislation relating to work accountabilities.
- 2.3 Maintains and updates own education

3 Organisational awareness

- 3.1 Demonstrates an understanding of Hospice EBOP's functions and responsibilities.
- 3.2 Considers Hospice EBOP's capabilities, mission, vision, values, and strategic goals and objectives in work efforts.
- 3.3 Knows capabilities, capacities and constraints of the organization.
- 3.4 Is familiar with and adheres to the provisions of all relevant Hospice EBOP policies, procedures, guidelines, etc.
- 3.5 Knows how to access electronically current Hospice EBOP policies and other documents.

4 Risk management

- 4.1 Proactively identifies and reports risks in own work area, as per procedure.
- 4.2 Supports and promotes actions and initiatives to minimise, isolate, or eliminate risk.
- 4.3 Documents and brings to the attention of line manager any complaints or negative feedback as soon as practicable, as per procedure.

5 Health and safety:

Hospice EBOP maintains a safe work environment & promotes safe work practice.

- 5.1 Takes responsibility for own health and safety within the work environment.
- 5.2 Complies with Hospice EBOP health and safety policies and procedures.
- 5.3 Reports in a timely manner all workplace hazards, near miss incidents and accidents as per procedure.
- 5.4 Participates in investigations in an open and professional manner.
- 5.5 Supports and promotes occupational health and safety actions and initiatives in the workplace.

6 Confidentiality

- 6.1 Maintains strict confidentiality of patient, and staff information at all times.
- 6.2 Adheres to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to confidentiality and the non-disclosure of information.

7 Quality improvement

- 7.1 Participates in quality improvement initiatives and activities to audit, monitor and improve standards of all services provided by Hospice EBOP.
- 7.2 Constantly reviews own role and responsibilities to increase efficiency and improve procedures and processes

8 Cultural Sensitivity

- 8.1 Ensures services are delivered in a culturally appropriate manner.
- 8.2 Ensures the culture of all staff and stakeholders is acknowledged and respected.
- 8.3 Actively participates in Hospice EBOP cultural activities.
- 8.4 Demonstrates an understanding of the Treaty of Waitangi in relation to the workplace

9 Access to vehicle & ability to drive

- 9.1 Holds a current full NZ drivers licence.
- 9.2 Confident and able to drive both manual and automatic vehicles.
- 9.3 Able to access a road worthy and insured vehicle to use.

10 Information & Communication Technology (ICT)

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- 10.1 Demonstrates general understanding of available technology and office equipment.
- 10.2 Uses email, Microsoft and other required applications competently and effectively.
- 10.3 Uses technology to solve problems and increase efficiency, including but not limited to, use of internet search engines.

11 Media Release

- 11.1 Is available for photos, interviews and articles as required by CE, to promote Hospice services and Hospice Shop activities. This may be through a range of media, including but not limited to newspaper, social media and website

12 Other duties

- 12.1 Undertakes other duties and responsibilities as requested by line manager or Chief Executive.

PERSON SPECIFICATION

Essential:

- At least 5 years' experience in a retail sales role and sound understanding of retail behaviour
- Experienced in staff and volunteer management
- Demonstrates outstanding customer service practices at all times to all customers and donors
- Sales focused, able to manage budgets, meet targets, and to maximise surplus while minimising costs
- Excellent interpersonal skills, outgoing, positive and always professional
- A mature and confident outlook, able to work independently and as part of a diverse team
- Positive and energetic team leader with an inclusive leadership style who can motivate and encourage our diverse range of volunteers
- Proven organisational and time management skills
- Calm under pressure
- Informed, timely, and effective decision-making skills
- Able to communicate effectively
- Numeracy and money handling skills
- Able to safely lift heavy items and a reasonable level of fitness

Desirable:

- Innovative with a flair for colour and able to make eye-catching displays"
- Trade Me (or similar sales website) user
- Competent user of current Microsoft applications including Word, and Excel
- Understanding of issues relating to "not for profit" organisations
- Empathy for and understanding of Hospice palliative care
- Knowledge and interest in quality improvement
- Understanding of employment law

Note:

All applicants must be legally entitled to work in New Zealand

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I have read and understand the above position description and agree to undertake the key tasks and meet expected outcomes.

Signed _____

Date_____

Name _____