

Job Description

Job Title	Grade/Salary
Superstore Manager	£28,000-£29,585
Accountable to	Responsible for
Head of Retail	Superstore Team and volunteers

Job Purpose and Role

Responsible for overseeing our superstore. The primary role is to drive performance, ensure operational excellence, and support Superstore managers in delivering the highest standards of customer service and profitability. You will support the Head & Deputy Head of Retail in maximising the sales and profit potential of the Superstore, ensuring all departments/categories operate legally, safely, efficiently, and always adhere to the charity's policies and procedures. You may also provide management cover for any of the shops when required to cover for sickness, holidays, and days off. As part of the Retail Management Team, you will report directly to the Deputy Head of Retail and have full authority to deal with all day-to-day trading and personnel issues within our superstore.

Main Duties and key result areas

Leadership & Management	<ul style="list-style-type: none"> • As Manager, be main point of contact for the store team • Lead, motivate, and support superstore team to achieve sales targets and operational goals. • Conduct regular performance reviews and provide constructive feedback and development plans. • Foster a positive and inclusive team culture across superstore., maintain good working relationships and morale through effective communication. • Build good working relationships with area managers, third parties, local competitors and internal/external stake holders and ensure all working relationships are effective. • Ensure best practice is shared and adopted across all Superstore departments. • To ensure your retail workforce shift cover and training to ensure effective running of the store, that ensures efficient customer service and a profitable operation. • Ensure regular provision of accurate workforce reports, along with your Management team colleagues, are submitted to the Head of retail in a timely manner on subjects such as; <ul style="list-style-type: none"> • Daily Sales • Stock levels • Customer Service
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Operational Excellence	<ul style="list-style-type: none"> Lead the area/department and when duty manager, the retail team to maximise sales profits by setting and maintaining standards of merchandising, stock control, and customer care. Ensure all departments operate according to the Organisations policies, procedures, and standards. Conduct regular store/shopfloor/Back of House reviews to monitor compliance and address any operational issues. Oversee inventory management, including stock control, merchandising, and pricing strategies.
Sales and Profitability:	<ul style="list-style-type: none"> Analyse sales data and market trends to identify opportunities for growth and improvement. Implement promotional activities and initiatives to drive foot traffic and increase sales. Monitor competitor activity within the area and liaise with the Deputy and Head of Retail making recommendations and agree appropriate action. Ensure that all sales targets and results are communicated and that all retail staff and volunteers are aware of, understand and are working to meet/exceed the agreed targets Provide direction and support to the retail workforce to actively promote Gift Aid in order to maximise contributions from donations.
Customer Service:	<ul style="list-style-type: none"> Ensure all Departments provide exceptional customer service and a positive shopping experience. Address customer inquiries and complaints promptly and professionally. Promote the Charity's mission and values to customers and the community.
Training and Development:	<ul style="list-style-type: none"> Identify training needs and coordinate with the people & governance team relevant training programs for shop staff and volunteers. Support the recruitment, induction, and ongoing development of volunteers and paid staff along with the people & governance team Encourage continuous learning and professional growth within the team.
Health and Safety:	<ul style="list-style-type: none"> Ensure all departments comply with health and safety regulations and maintain a safe working environment. Promote a culture of safety and wellbeing among staff and volunteers. Ensure all Hospice Policies & Procedures are followed.
Community Engagement:	<ul style="list-style-type: none"> Build and maintain relationships with local stakeholders, businesses, and community groups. Promote the Charities events, campaigns, and fundraising activities within the area. Represent the Teesside Hospice at community events and networking opportunities.

Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust



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Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed

Date

Print name

Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Excellent people skills and the ability to form and maintain professional relationships	E
	Excellent administration and organisational skills	E
	Ability to work to tight deadlines, under pressure and in a busy environment	E
	IT literate - Microsoft Office: Word, Excel. PowerPoint and Outlook	E
	Able to collate data and produce reports	D
	Demonstrable ability to lead multiple shops	D
	Demonstrable ability/experience of improving performance of others	D
Knowledge & Experience	A clear understanding of data protection, confidentiality and H&S	E
	Knowledge of administration procedures	E
	Be able to demonstrate at least 2 years' experience in a similar role	E
Education & Qualifications	Education to include min GCSE pass (A-C) in maths and English	E
	NVQ level 3 in Retail Management	D
	Qualification in Customer Service	D
Personal Attributes/ Key skills	The ability to multi-task and prioritise whilst working to tight deadlines	E
	Excellent communication skills both written and verbal	E
	Ability to work with minimal supervision, taking responsibility for your own work.	E
Other	An understanding of, and empathy for, the work of Teesside Hospice	D
	An understanding of Retail, in particular Charity Retail	D



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