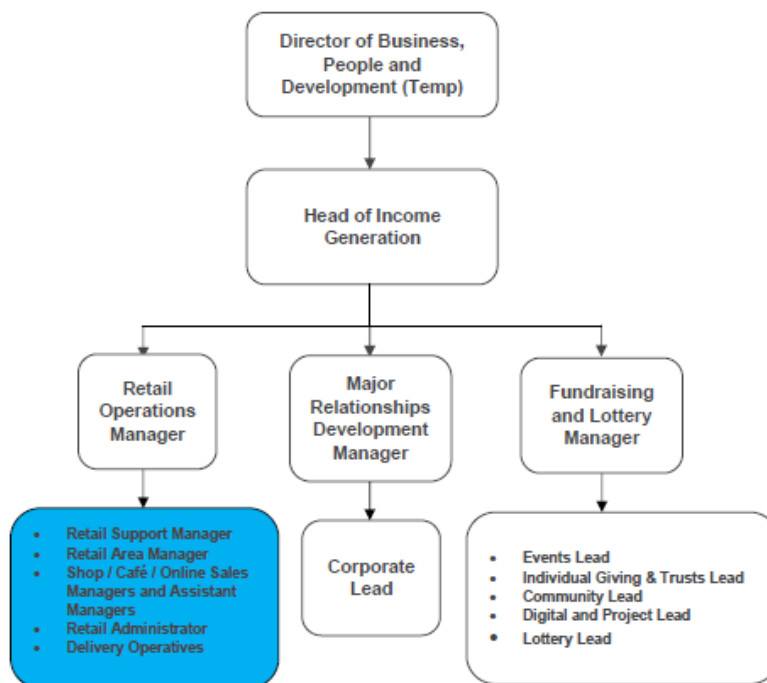


JOB DESCRIPTION

Job Title:	Furniture Shop Assistant Manager
Department:	Income Generation
Post Holder:	tbc
Grade:	Admin 2
Reports to:	Furniture Shop Manager
Responsible for:	Volunteers

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To maximise income and profitability for Bolton Hospice through the effective operational management of the Furniture Plus store and warehouse, leading volunteers and collections operatives (in the absence of the Shop Manager) to deliver an excellent supporter experience while ensuring safe, efficient stock handling and retail compliance.
Key Working Relationships:	Shop, warehouse and furniture collection team Income Generation team Volunteers Donors and Customers

Role Responsibilities:

Retail & Commercial Performance

- Manage the day-to-day operation of the Furniture Plus store and warehouse (in conjunction with or deputising for, the Furniture Shop Manager) to deliver agreed sales targets and profitability.
- Monitor pricing, stock rotation and display standards to maximise income.
- Implement and manage Gift Aid processes and end of day / week cashing up procedures.
- Monitor sales performance, stock turnover and trading efficiency, identifying opportunities to grow income.

Warehouse & Stock Management

- Oversee all warehouse operations including incoming and outgoing stock, sorting, waste management, PAT testing, joinery/mobility items and housekeeping.
- Ensure safe storage, accurate documentation and effective stock flow between warehouse, shop floor and collections.
- Maintain high standards of health and safety, including compliance with safe selling of second-hand goods legislation.

Team Leadership & Volunteer Management

- Lead, motivate and supervise volunteers and assist the collections/delivery operatives.
- Provide volunteers with training, guidance and performance support to maintain high operational standards.
- Utilise appropriate software and paper-based systems to safely and effectively manage volunteer information.
- Foster a positive, inclusive team culture aligned with hospice values.

Customer & Supporter Experience

- Ensure consistently high levels of customer service across retail, warehouse and delivery operations.
- Manage and report back on complaints and customer feedback.
- Build positive relationships with donors, customers and supporters.

Compliance & Governance

- Ensure compliance with Health & Safety, safeguarding, confidentiality, infection control and equality policies.
- Maintain accurate records using hospice databases and systems.
- Work within hospice policies and contribute to continuous improvement of retail operations.

Collaboration & Promotion

- Work closely with Retail, eCommerce, Marketing & Communications teams to promote the Furniture Plus operation.
- Provide cover for other members of the store team as required and support cross-site retail cover where required.
- Contribute to retail meetings and income generation initiatives.

Other

- Work within agreed hospice policies, procedures and guidelines.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Furniture Shop Manager, Retail Operations Manager and Head of Income Generation.

General Responsibilities:

Health and Safety

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Furniture Shop Assistant Manager
Department:	Income Generation
Grade:	Admin 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	A good standard of numeracy and literacy		Application Form
EXPERIENCE	Experience of working within a retail shop environment Experience of working with volunteers Experience of dealing with the public	Experience of working in the charity sector Experience of recruiting / managing volunteers Experience of working to and achieving financial targets Experience of working within a warehouse / stockroom environment	Application Form Interview
SKILLS	Excellent customer service skills Excellent organisational skills Excellent communication and interpersonal skills - able to work alongside volunteers from all walks of life with varying learning abilities Comfortable in undertaking manual handling		Application Form Interview
KNOWLEDGE	Computer literate - Microsoft Office, internet and email	Knowledge of Health & Safety legislation in relation to retail Knowledge of gift aid administration in relation to retail	Application Form Interview
PERSONAL ATTRIBUTES	Self-motivated and able to use initiative Able to plan, manage and prioritise own workload Able to work on a number of tasks simultaneously Able to work under pressure and to deadlines Strong teamwork ethic Able to work weekends on a rota basis to fulfil the requirements of the post A commitment to the vision and values of Bolton Hospice		Application Form Interview