



# Jersey Hospice Care

## JOB DESCRIPTION

<b>Job Title:</b>	Deputy Shop Manager
<b>Reports to:</b>	Senior Shop Manager
<b>Department:</b>	Retail
<b>Hours:</b>	37.5 hours
<b>Working Pattern:</b>	Monday to Sunday, working 5 days in 7, on a Rota basis between the core hours of 8am to 5pm
<b>Contract Type:</b>	Permanent – Full Time

### General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

### Job Summary

To support the Senior Shop Manager with the day-to-day management of the shop team. Building good team spirit by effectively communicating with the Head of Retail, Senior Shop Manager, employees, and volunteers.

This is an operational role, with a need to be actively involved in the day-to-day running and activities of the retail operation, whilst balancing this with providing effective support and training to employees and volunteers so they understand their roles and responsibilities and the importance of delivering excellent customer service.

### Job Context

The post holder will be based at the Hospice Shop West in St Ouen and required to work within core retail hours (8am – 5pm) which includes alternate Saturdays to suit the needs of the business. The post holder would be entitled to the equivalent time off during the week which would be allocated by the management team via the eRoster system.

The role requires the post holder to undertake labour intensive tasks and activities, including on occasions, the moving and lifting of heavy items. The role also requires the post holder to be on their feet and also moving regularly.

The post holder will be required to work in both indoor and outdoor environments and in all weathers.

**Please Note:** Relevant Health and Safety training will be provided.

### **Nature and Scope of Role**

In order to meet the objectives, the post holder will have responsibilities in the four domains of work:

1. **Management of the Shop**
2. **Leading the Management and Development of Employees and Volunteers**
3. **Management of Finances**
4. **Operational**

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

### **1. Management of the Shop**

- Provide a courteous and helpful service to the public, dealing with issues, complaints, and queries.
- Ensure shop is safe, clean, and tidy at all times and housekeeping is undertaken to company standards.
- Check that the exterior of the shop is maintained to a good standard.
- Regularly check that shop equipment is kept in good working order.
- Inform the Properties and Facilities Manager of any necessary repairs and maintenance required. Agree action plans and costs and organise for work to take place using authorised contractors.
- Plan and assist in implementing effective sales promotions and to raise the profile of the shops, including the creation of quality displays where appropriate. and necessary training to all employees and volunteers.
- Have a good understanding of and the ability to utilise IT systems, and software packages to good effect.
- Ensure all shop administration is completed to agreed deadlines and in line with policies and procedures, including the use and management of tills, receipts, and records.
- Enforce Health and Safety Policy and Procedures and necessary training to all employees and volunteers.
- Maintain an awareness of developments in local Jersey shops, especially in the charity sector, updating the Head of Retail as required.
- Continually look for ways to improve income and streamline processes and procedures.

### **2. Leading the Management and Development of Employees and Volunteers**

- Oversee and supervise the work of the shop co-ordinators, employees and volunteers including organising employees and volunteer rotas.
- Facilitate the setting of objectives and annual appraisals for all direct reports, in adherence with Jersey Hospice Care approach and within due timelines.
- Motivate the retail team of employees and volunteers to ensure that they understand the importance of achieving the goals and retail objectives, mission, values, and ethos of Jersey Hospice Care.
- Provide direct line management to the van drivers to ensure all deliveries and collections are conducted in an efficient and timely manner, and that safety and cleanliness standards of the fleet is upheld at all times.

- Ensure that work rotas are communicated effectively and adhered to, and that employees and volunteers' details are kept up to date.
- Support the Senior Shop Manager in setting up and managing standards relating to customer service. Provide feedback when employees and volunteers do not meet these standards, identifying and addressing training needs as they arise. Support the Senior Shop Manager in recruiting, training (including thorough induction training for new volunteers), developing and motivating sufficient numbers of volunteers and employees to ensure the shops can open during the agreed hours and operate to required standards.
- Effectively communicate (via regular meetings, written and oral information) with employees and volunteers to foster a positive team spirit and ensure they fully understand the retail objectives, mission, values, and ethos of JHC.
- Ensure the welfare of employees, volunteers, and customers by implementing trading standards and health and safety legislation/policies. Arranging training in health and safety procedures and maintaining a safe environment free from hazards and keeping appropriate reports and records.
- Work in partnership with other Hospice shops, employees, and volunteers

### **3. Management of Finance**

- To follow JHC's policies for the control, reconciliation and banking of shop takings and weekly returns.
- To identify opportunities to increase and maximise sales.
- Minimise the cost of operating the fleet through a calendar of planned, preventative maintenance, and regular cleaning regimes.
- Responsible for the authorisation and administration of Petty Cash
- Work within agreed budgets e.g., sales and cost so the gross margin can be achieved.
- Undertake any other reasonable duties as requested by the Senior Shop Manager or other senior employees.

### **4. Operational**

- Continually looking for ways to raise standards and improving the shop floor.
- Responsible for reconciling, handling, and banking monies.
- Required to undertake general store duties on both the shop floor and donation area.
- Ensure donations are sorted and priced on a daily basis in accordance with the sorting and pricing policy.
- Oversee the merchandising, stock control, rotation, and presentation of goods to optimize sales from purchase lines to ensure agreed margins are achieved.
- Responsible for the effective and safe management of the delivery fleet, including conducting regular safety checks, supervision of fortnightly cleaning regimes, scheduling of regular service inspections and all necessary remedial works.
- Responsible for purchasing shop essentials.

### **GENERAL DUTIES**

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

**Infection Prevention and Control** - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

**Safeguarding** - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

**Information Governance** - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

**Governance** - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

**Health & Safety** - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**Volunteers** – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

## OTHER INFORMATION

**Data Protection** - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

**Equal opportunities statement** - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforces. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. We oppose all forms of unlawful and unfair discrimination.

**Jersey Hospice Care operates a strict no smoking policy.**

**NB:** Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Deputy Shop Manager		
Essential Criteria for selection		Desirable Criteria for selection
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Educated to GCSE level or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety</li> <li>Manual Handling</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Significant supervisory or management experience, within a retail environment</li> <li>Proven experience of developing and performance managing a team</li> <li>Key holding experience</li> <li>Proficient in cash handling, reconciliation and banking monies</li> </ul>	<ul style="list-style-type: none"> <li>Duty management in a retail environment</li> <li>Facilities and fleet upkeep</li> </ul>
<b>Technical abilities</b>	<ul style="list-style-type: none"> <li>PC literate with working knowledge of Microsoft packages including Office 365, Teams, Word, Excel, and Outlook.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>Good communication skills with the ability to convey information clearly, both orally and in writing and to deliver constructive feedback to employees and volunteers</li> <li>Experience of working with and or managing volunteers</li> <li>Proven experience of building relationships with clients and colleagues at all levels</li> <li>An organised approach to administration and the ability to meet deadlines.</li> <li>Highest stands of honesty and integrity</li> <li>The ability to manage a demanding workload, with conflicting priorities</li> <li>Is flexible and adaptable in approach to work</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>The ability to calmly resolve conflicts and deliver feedback to employees and volunteers.</li> </ul>

#### JERSEY HOSPICE CARE BACKGROUND

**Specialist Palliative Care Team** – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

**King Centre** - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including

day hospice, physiotherapy, and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

**In Patient Unit** – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

**Children & Young People Services** - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious, and spiritual needs. However long or short a child's life may be, Jersey Hospice Care's is there to support every member of the family, every step of the way.

**Bereavement & Emotional Support Service** – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

**Education, Learning and Development Team** - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

**Retail** - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

**Income Generation team** - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

**Volunteers** - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

**Support Services** - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.