

Job Description

Job Details:	
Job Title:	Shop Manager
Grade:	Retail Shop Manager
Department:	Retail
Directorate:	Finance, IM, Business Development & Retail
Reporting to:	Retail Shop Manager
Responsible for:	Deputy Shop Manager and shop Volunteers within the assigned store
Location	Various – assigned to store across Retail estate

About our shops:

Dorothy House stores are at the heart of the charity and our community, raising vital funds and increasing public awareness of the incredible work we do. They are driven by our values of empowerment, accountability and inclusiveness. Their absolute focus is on delivering to specific budgets & targets, whilst maintaining operational excellence.

The Dorothy House retail estate is diverse, with currently 25 outlets spread across our 700 square miles. Predominantly second-hand clothes & bric a brac stores, Dorothy House has also diversified into furniture and books & in the future will look to add to this portfolio. Our store teams are made up of both employed & volunteer personnel, with a wide range of skills sets & personalities.

Job Summary / Main Purpose:

To achieve sales budgets, keep controllable costs to a minimum and ensure the operational efficiency of the shop in compliance with all policies laid down by Dorothy House to ensure that retail's contribution to patient care delivers to our growth ambitions.

To lead and inspire the store team, with effective communication, management and planning. Being a customer champion, use innovation and continuous improvement to create the best possible retail experience in the Dorothy House store.

Be constantly commercial, using entrepreneurial flair, drive and determination to exceed budgets and optimise the retail contribution to Dorothy House.

Ensure consistent delivery of excellent shop floor and back of house standards to be the destination store for our customers, donors and volunteers.

To always be a Dorothy House ambassador, to create the best brand experience at point-of-sale. To deliver outstanding customer service, increase sales, minimise loss and meet/exceed budgets.

Principal Duties and Responsibilities

- To be responsible for the commercial delivery of the store and achievement of set budgets. Ensuring there are robust systems in place to achieve key deliverables.
- To ensure there is sufficient stock, efficiently sorted and prepared for sale
- To ensure that all backstage areas are properly organised and operate efficiently maintaining adherence to health and safety guidelines at all times
- To ensure quality and optimum density of stock on display
- To ensure efficient stock control and rotation of all stock
- To ensure best use of space, high standards of display and cleanliness/tidiness in all areas.
- To ensure stock collection/deliveries are managed effectively
- To implement the shop price guide in order to maximise sales.
- To ensure the Gift Aid scheme operates legally and effectively with regard to approach to donors; preparation and sale of stock; recording and inputting onto PC of donor and sales information; data protection in relation to donor details.
- To train, motivate and manage paid staff and volunteers ensuring that they are competent to prepare goods for display; display and rotate goods; provide great customer service; maintain high standards of cleanliness and tidiness; implement all aspects of the Gift Aid scheme
- To actively recruit and encourage volunteering within your shops, maintain a volunteer rota to ensure shop is trading at all published times.
- To ensure accurate and proper financial procedures, banking and administration as required by Dorothy House
- To participate in education, training, development and appraisal and attend meetings as required
- To ensure the maintenance, safety and security of all parts of the shops premises. To ensure that all Health & Safety and Fire requirements of the organisation and of legislation are met, that Trading Standards regulations are met and that staff and volunteers are given the necessary training
- To provide management cover for other shops as required
- To ensure the shop trades 7 days a week where required through effective scheduling of the shop team, including volunteers.
- To identify and recommend areas of improvement and assist in the formulation new processes
- To promote public awareness of the care provided by Dorothy House.
- To fulfil mutually agreed additional duties as are deemed necessary for the needs of the business
- To be support one's own overall wellbeing to deliver performance in a physically demanding role.

The above list of Principal Duties and Responsibilities is not exhaustive but describes the job

purpose in greater detail.

Other Requirements:

- To undertake all statutory and mandatory training as required for this post.

Structure Chart



Contacts

- Retail Support Teams

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

Leadership Commitment

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose **“to empower, collaborate and deliver so that no one faces death alone”**.

As part of our Manager Role Profile, this role is identified as a **“Team Leader”**. This means that you will commit to:

Lead Me Well:

- Set clear agreements and make sure people understand what's expected of them.
- Follow through on what you say you'll do.
- Tend to difficulties early — don't escalate issues that are yours to hold.

Support My Development and Wellbeing:

- Check in regularly on how people are doing — not just tasks.
- Spot strengths and offer opportunities to grow.
- Notice stress early and take action.

Listen to Me and Keep Me Informed:

- Keep to regular check-ins — don't cancel without good reason.
- Keep your team in the loop.
- Listen without distraction and respond clearly.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification

Criteria	Essential	Desirable
Can demonstrate a good standard of Maths and English	X	

A good team worker – demonstrating a passion to motivate and lead a team	X	
Can demonstrate excellent prioritisation and organisational skills	X	
Demonstrates and energetic and enthusiastic customer focused approach to working	X	
Experience working in a Retail or Charity shop		X
Experience within a leadership, supervisor, or management role		X
Fully UK driving licence with access to a vehicle		X