Job Description

Job Details:	
Job Title:	Deputy Shop Manager / Mobile Deputy Manager
Grade:	Retail Deputy
Department:	Retail
Directorate:	Finance, IM, Business Development & Retail
Reporting to:	Retail Shop Manager
Responsible for:	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 with focus on delivering specific budgets & targets, maximizing our customer experiences, and maintaining operational excellence.

The Dorothy House retail estate is diverse, with currently 30 outlets (including a superstore and furniture stores) 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 support and achieve sales targets, 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 support and inspire the store team, with effective communication, management and planning. Be 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 targets and optimise the retail contribution to Dorothy House.

To consistently deliver excellent shop floor front and back of house standards to be a 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 hit targets.

Principal Duties and Responsibilities

- To assist the commercial delivery of the store and achievement of set targets with robust processes 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

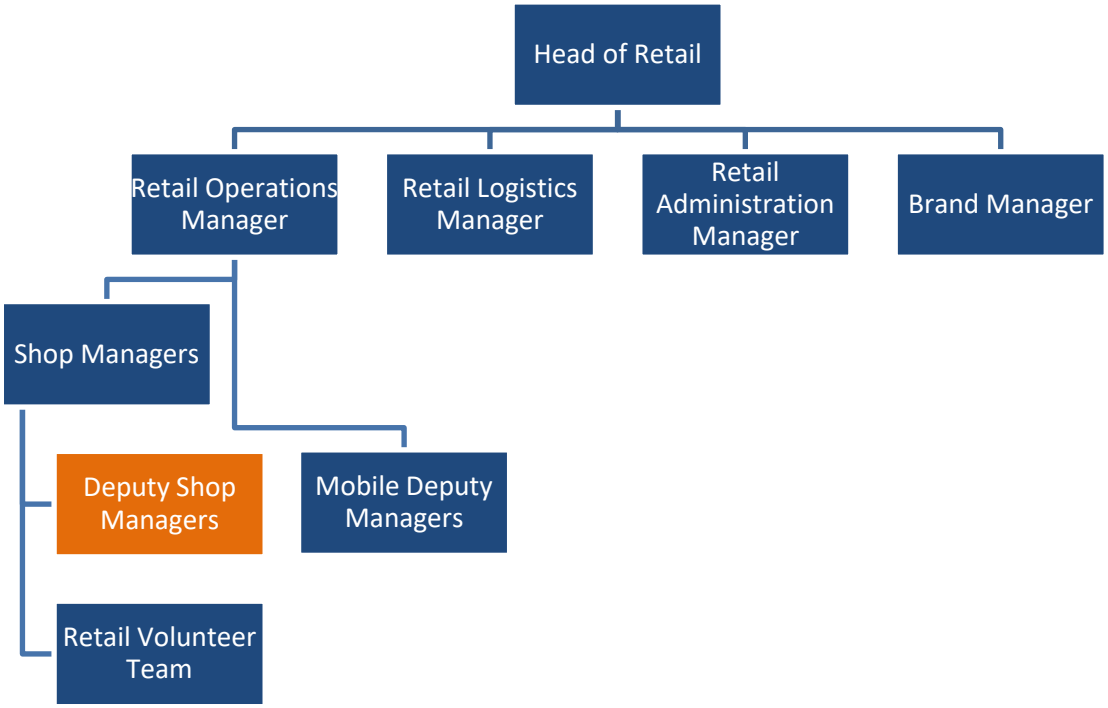
maintaining adherence to health and safety guidelines/procedures at all times

- To ensure quality and optimum density of stock on display
- To ensure efficient stock control and rotation of all stock
- To support and assist the best use of space, high standards of display and cleanliness/tidiness in all areas.
- To assist with ensuring that 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 support with the training, motivation and management of 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 shop and maintain a volunteer rota to ensure shop trading at all published times
- To deliver 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
- Flexible work schedule including weekends as required and to provide cover for other shops as necessary
- To ensure the shop is able to trade 7 days a week where required through effective scheduling of the shop team, including volunteers
- To support one's own overall wellbeing to deliver performance in a physically demanding role.
- To identify and recommend areas of improvement
- 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

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.

What success looks like in this role

The following describes the behaviours and capabilities we want colleagues to develop and demonstrate in this role as part of their Performance and Development Review (PDR) process. These are not intended to be used as a checklist of previous experience or qualifications when recruiting.

Criteria
Customer and donor experience Creates a friendly and welcoming environment and takes pride in giving customers and donors a positive experience.
Working with people Builds positive relationships with colleagues and volunteers, listens to others and contributes to an inclusive and supportive team.
Growing into leadership Develops the confidence to guide, encourage and support volunteers and to step up

appropriately when deputising for the Shop Manager.
Taking responsibility Follows through on commitments, asks for help when needed and increasingly takes ownership of day-to-day shop activities.
Organisation and prioritisation Learns to balance customers, stock, volunteers and operational tasks, adapting priorities as circumstances change.
Commercial awareness Develops an understanding of how stock, pricing, presentation, Gift Aid and excellent customer service contribute to shop performance and ultimately support patient care.
Learning and improvement Responds positively to feedback and training, builds confidence in new tasks and looks for practical ways to improve how things are done.
Living our values and leadership framework Demonstrates Dorothy House values through how they work with customers, donors, volunteers and colleagues.