

**Job title: Deputy Community Shop Manager**

**Reports to: Community Shop Manager**

**Location:** Noah’s Ark Charity, Noah’s Ark Children’s Hospital for Wales, Cardiff

**Contract**: Permanent

**Hours:** Part-time. Minimum of 15 hours per week worked flexibly (including weekends).

**Introduction**

The Noah’s Ark Charity supports the Noah’s Ark Children’s Hospital for Wales in providing world class care, helping to ensure the best outcome and experience possible for children and their families.

Having raised more than £25 million to build and equip the hospital, today we continue to work hand in hand with the NHS, providing funding for the most up to date equipment and facilities. We also fund support services for families like the play specialist team.

This is an opportunity for a driven, professional to join a small but highly motivated team. This is a ‘hands on’ role which offers a real opportunity to see the impact that your work and that of the wider charity has on the children and families we support.

**Scope of role**

As the Deputy Shop Manager you will support the Shop Manager and together be responsible for the successful delivery of a profitable, customer focussed shop that is the window of the Noah’s Ark Charity on the high street.  
  
Deputising for the Shop Manager on occasion, you will ensure the smooth running of the shop during their absence; this will include the accurate processing of any financial transactions, the delivery of shop floor and stockroom management, and adherence with policies and procedures.  
  
Our shops are supported by a dedicated team of volunteers. You will help to oversee your volunteers' induction, management, and development, and will encourage the sharing of ideas that may contribute towards the success of the store.  
  
You will help to run a shop that will uphold the Noah’s Ark Charity image and reputation, and raise vital funds that will help children in need of specialist medical care.

**Relationship to Cardiff and Vale University Health Board (UHB).**

The charity is independent of but works closely with UHB and is based in the Noah’s Ark Children’s Hospital Wales - operated and managed by the health board. As such, we agree to abide by the UHB’s core values and example behaviours, shown below, and are guided by their operational policies.

Our values guide the way we work and the way we behave with others. Post holders will be always expected to behave in accordance with our values demonstrating commitment to the delivery of high-quality services to patients.

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| We care about the people we serve *and* the people we work with | Treat people as you would like to be treated and always with **compassion** |
| We trust and respect one another | Look for **feedback** from others on how you are doing and strive for **better** ways of doing things |
| We take personal responsibility | Be **enthusiastic** and take responsibility for what you do. |
| We treat people with kindness | **Thank** people, celebrate success and when things go wrong ask ‘what can I learn’? |
| We act with integrity | Never let structures get in the way of doing the **right thing.** |

**KEY DUTIES**

**Retail**

* Optimise sales of donated stock and maintain the appearance of the shop within organisational brand and identity guidelines.
* Support the Shop Manager in managing the day-to-day retailing activity in the shop, undertaking physical tasks when required and delegating to volunteers where appropriate.
* Ensure that all financial controls and procedures are followed including those for cash security.
* Maintain high levels of personal competency in the operation of EPOS systems and provide induction, training, ongoing support and advice to retail staff and volunteers using the systems.
* Supervise and audit Gift Aid declarations and sale of gift aid stock is being conducted within the HMRC guidelines and in accordance with organisation procedures.
* Alert the Shop Manager to any maintenance issues.
* Attend meetings and training as required at the direction of line management.
* Ensure that the shop adheres to the charity’s branding guidelines, ensuring that only officially issued ‘Point of Sale’ devices are displayed within the shop and in the shop window.
* Adhere to the charity’s policy and procedures, ensuring that till reconciliation and banking is completed each day, reporting any audit, security, or safety issues to line management immediately and taking resultant management actions, as necessary.
* Be responsible for the shop key holding and daily banking.
* Limit the amount of shop wastage and generate income, wherever possible, ensuring unused or recycled products are disposed of through the officially designated channels.

**Health and Safety**

* Ensuring compliance with all aspects of Health and Safety legislation and risk management in the shop.
* Undertake daily health and safety checks.
* Ensure that the health and safety of customers, volunteers, staff, and any other persons on shop premises is of paramount importance.

**Income generation**

* Achieve the shop sales targets.
* Participate in the promotion and support of all types of charity fundraising activities within the community shop.

**HR**

* Together with the Shop Manager, provide leadership and management to a team of volunteers ensuring the operational performance and high customer service standards of the shop.
* Support the Shop Manager in the recruitment and take responsibility for the retention of volunteers in the shop and the training and development of volunteer teams.
* Maintain a positive and approachable attitude.
* Recruit, train and manage volunteers of the hospital shop ensuring that they are competent to carry out the duties required of them.
* Foster and promote the values of the charity, and the organisations expectations of behaviours and attitudes, especially among your volunteers, having regard for the reputation of the charity.
* Create a positive and fulfilling environment for all team members, encouraging innovation, responsibility, and self-development.
* Provide support and a framework to help staff and volunteers improve performance.
* Provide positive feedback and recognition for performance achievement.
* In the absence of the Shop Manager, manage the shop rota, ensuring that sufficient cover is available.
* Work with the Shop Manager, where appropriate, to provide support and advice to the volunteers in the event of a complaint raised and to address and resolve any arising issues. Maintain a professional approach to ensure that potentially difficult situations are handled in a measured and professional manner.
* Provide regular and meaningful feedback to staff and volunteers, within the charity’s policies and procedures, ensuring that any performance or other issues are addressed at an early stage.

**GENERAL**

* **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
* **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
* **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, this legal duty of confidentiality continues to apply after an employee has left the charity.   The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties.
* **Records Management**:  The post holder has a legal responsibility to create, maintain, store and destroy records and other charity information handled as part of their work in line with operating procedures and training. This includes all records relating to patient health, donors, financial, personal, and administrative, whether paper based or on computer.   The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
* **Information Governance:** The post holder must always be aware of the importance of maintaining confidentiality and security of information gained during their duties. This will, in many cases, include access to personal information relating to service users and donors.
* **Health & Safety:** The post holder is required to co-operate with the charity (and where appropriate UHB) to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff should request support in times of need and advice.
* **Risk Management:** The charity and UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
* **Safeguarding Children and Adults**: The charity and UHB is committed to safeguarding children and adults therefore all staff must be familiar with the charity’s own safeguarding policy.
* **Infection Control:** The charity and UHB is committed to meeting their obligations to minimise infection. All staff are responsible for protecting and safeguarding customers, patients, service users, visitors, and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control where required. The charity operates covid safe procedures at the shops and office and compliance with these is mandatory.
* **Registered Health Professionals:** Allemployees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
* **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
* **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention.
* **No Smoking:** To give all patients, visitors, and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital-based service can be accessed by telephoning 02920 743582 or for a community-based service, Stop Smoking Wales can be contacted on 0800 0852219.

1. **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone’s ’protected characteristics’. These protected characteristics are age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are customers, patients, family/carer, visitors or colleagues. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.

* **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
* **Job description**: The role description is a general outline of duties and responsibilities and may be amended as the organisation develops. The post holder may be required to undertake other duties as may be reasonably required from time to time.

**Person specification: Deputy Community Shop Manager**

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| **Criteria** | **Essential** | **Desirable** | **How/when tested** |
| **Qualifications** | * Educated to GCSE level or experience of performing well in a similar role. |  | Application and interview |
| **Experience** | * Experience of working in a retail environment. * Experience of managing others whether paid and unpaid. * Experience of working with stock control systems and with standard policies, processes, and controls. * Experience of working with a range of stakeholders. | Experience of working for a charity.  Experience of using an EPoS system. | Application and interview |
| **Skills** | * Demonstrable customer service skills. * Demonstrable motivation and skills, able to build personal credibility and successful relationships at all levels. * Ability to foster a culture of collaborative working with internal and external stakeholders. * Proven ability to communicate effectively with a range of people, both verbally and in writing. * Ability to manage potential conflict both calmly and confidently. * Good communications skills, both verbal and written. * Ability to demonstrate respect for people from different backgrounds. * Ability to process data. * Ability to work flexibly and proactively and maintain a “can-do” attitude. * Good IT skills, | Demonstrable eye for display and merchandising skills.  A keen interest in keeping abreast of developments across the third and retail sectors and, where relevant, using that knowledge to suggest new and innovative ways of working within your own role. | Application and interview |
| **Personal attributes** | * Excellent attention to detail * Positive, dynamic, tenacious, and flexible. * Solutions-focused. * Adaptable to a changing landscape and evolving organisation. * Confident with the desire to work in a dynamic environment. * Enjoy working at a fast pace, and on own initiative to tight deadlines. * A willingness to model and promote the values and behaviours of the charity and those of Cardiff and Vale Health Board. * Willingness to travel when necessary. * Complete confidentiality and discretion in handling highly sensitive data. | A recycling ethos  Relevant experience of working with people with additional needs.  Hold a full driving license.  A flexible working attitude, with a willingness to work out of hours when necessary. | Application and interview |

**Date produced: 11/5/21**