

**THE FRIENDS OF EASTBOURNE HOSPITAL (FoEH)**  
**JOB DESCRIPTION FOR SHOP MANAGER**

**JOB TITLE:**

Manager of shops for Friends of Eastbourne Hospital.

**MANAGEMENT OF:**

Deputy manager and volunteers.

**LIAISON WITH:**

Chairman, Treasurer, FoEH Trustees and Executive Committee, FoEH Office Manager and Publicity Manager, Deputy Manager, FoEH Members, Friends' subcommittees, FoEH Volunteers, East Sussex Healthcare NHS Trust (ESHT) Voluntary Services Management, ESHT and DGH Management.

**JOB SUMMARY:**

Management of the FoEH retail activities to include the Main Shop, Staff Shop, Flower Shop (if operational), Trolley Services and Friends Radiotherapy Cafe to fulfil the Friends' charitable objectives of maintaining service to patients, visitors and staff whilst achieving/enhancing turnover and profitability.

**PRINCIPAL TASKS:**

**Management of the Shops:**

- To manage the volunteers, their motivation, personal development, security, training and recruitment, according to Friends' policies and procedures, and employment law.
- To be responsible for compliance with Health and Safety, Lifting and Handling, Fire and all other statutory regulations including HR issues including appraisals, discipline and grievance.
- To maintain appropriate stock control measures using the EPOS system ensuring the EPOS system is used to its full potential with monthly reports to the Treasurer as required.
- To ensure the Shops' opening hours are met.
- To hold overall responsibility for all merchandising.
- To ensure housekeeping standards are maintained for all Shops and display equipment.
- To ensure upkeep and condition of all equipment, fixtures and fabric of the Shops' premises.
- To control till procedures, daily banking security and administration procedures, ensuring they are maintained as required.
- To maintain profitability by effective control of expenditure, purchasing and petty cash.
- To report monthly on sales, costs and business performance in person to the Executive Committee.
- To ensure appropriate protocols are in place to cover unexpected events including equipment breakdowns.

**Merchandising Responsibilities:**

Tasks may be delegated to suitably trained volunteers but to retain overall responsibility for the retail operation of shops and trolleys involving sales and purchasing, to include:

- Ordering of all goods.
- Stocktaking – including regular spot checks and annual audit.
- Ensuring clear ticketing and pricing of stock.
- Stock control – including monthly valuation using EPOS.
- Stock rotation.
- Merchandising image and presentation of stock.

- Security of stock and cash at retail points.

Administration:

- Supervision of shop volunteers, especially those with delegated tasks.
- Correspondence with suppliers.
- The processing of delivery notes, invoices, goods in records and stock control.
- The logging of stock transfer between units.
- Control of cashing up and float procedures, both daily and weekly takings records, as required.
- Maintenance of the first aid box and accident logbook.
- Assistance in planning the future direction and development of the Shops.
- To work, where appropriate, in conjunction with Friends Office Manager and Publicity Manager.

Requirements of the job:

- Retail experience.
- General and staff management experience.
- Experience of managing, training and motivating volunteers
- Stock management familiarity ideally including EPOS.
- Cash management understanding.
- Conversance with Data Protection, Health and Safety and Customer Service.
- A working knowledge of:
  - IT
  - Volunteer awareness
  - Friends' structure and ethos

Additional information:

- Annual salary £21,000 for 32 hour week, subject to annual review
- The appointment is permanent
- Full time equivalent 20 days annual holiday entitlement per annum plus public holidays
- Your normal hours of work will be 32 per week to include some weekend working
- All posts are subject to the receipt of a satisfactory DBS certificate, references, proof of identity and copies of qualifications where a requirement of the role.