

We're proud to care
We're proud to work together
We're proud to make a difference

At Moya Cole Hospice, there's one thing that motivates us and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care to ensure Moya Cole Hospice is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference,

People matter

Lead and learn

Brave and bold

Together
we are stronger

Job Role Profile

Job Title: Little Hulton Shop Manager

Salary: £25,760. Band 3, Level 1. Competency based Framework

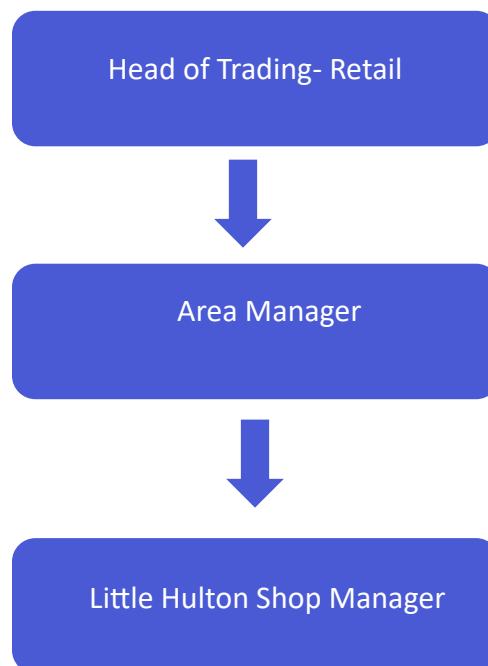
Location: 16 Hulton District centre, Little Hulton, Manchester M28 0AU

Responsible for: Relief Shop Manager and shop volunteers

Responsible to: Area Manager

Core Purpose: To take ownership of the shop's performance, driving sales, improving standards and engaging the local community while creating a welcoming retail environment that turns donated goods into vital funds for hospice care.

Team Organisational Chart



Job Summary

As Shop Manager of our Little Hulton charity shop, you will take ownership of the success of your shop, leading the day-to-day operation while creating an engaging retail experience for customers, volunteers and the local community.

This is a hands-on retail leadership role where you will combine excellent customer service with commercial thinking to maximise income and make the most of every donation. You will drive sales performance, work towards targets, recruit and inspire a team of volunteers, deliver high standards of merchandising, identify items for online sales and use retail systems and performance data to continually improve results.

You will build strong relationships within the local community, encouraging donations, increasing awareness of Moya Cole Hospice and supporting local promotions and events. Working collaboratively with the wider Retail team, you will play a key role in developing the shop, improving performance and ensuring donated goods generate the greatest possible income.

We are looking for an enthusiastic and motivated retail leader who enjoys working with people, embraces technology and has the drive to create a successful shop environment. If you thrive in a fast-paced retail setting, enjoy developing others and want your work to have a real impact, this could be the role for you.

Responsibilities

The Shop Manager will:

- Take ownership of the day-to-day success of the shop, leading operations including opening and closing, delivering excellent customer service, processing sales and ensuring donated goods are managed effectively.
- Drive sales growth and profitability by working towards income, Gift Aid, online sales and key performance targets, using data and insight to identify opportunities and improve results.
- Maximise the value of donated stock through effective pricing, merchandising, stock rotation and identifying items to be sold through online channels.
- Create an inspiring and visually appealing shop environment that delivers an excellent customer experience and encourages repeat visits.
- Lead by example to deliver high standards across all areas of the shop, including customer service, housekeeping, compliance and presentation.
- Work collaboratively with the wider Retail team, sharing ideas, best practice and opportunities to improve performance and maximise income.
- Build strong relationships within the local community, encouraging donations, recruiting volunteers and increasing awareness of Moya Cole Hospice through face-to-face and online engagement.
- Support and participate in local promotions, community events and fundraising activity to increase customer engagement and generate income.
- Champion Moya Cole Hospice values in everything you do, creating an inclusive, welcoming environment where customers, volunteers and colleagues feel valued.
- Lead, motivate and develop a team of volunteers, creating a positive culture where people feel supported, engaged and able to contribute their skills.
- Maintain regular communication with the Area Manager, providing updates on performance, challenges, successes and improvement opportunities.
- Ensure the shop operates safely and effectively by completing Health & Safety checks, managing risks, completing eLearning and maintaining compliance with organisational policies and procedures.
- Manage customer feedback, incidents and operational issues professionally, taking appropriate action and escalating where required.
- Follow retail processes, systems and standard operating procedures to ensure consistency, accuracy and quality across all areas of the shop.

Skills, Qualifications and Experience

The shop manager will be able to demonstrate:

- Previous experience of working in Charity retail, customer service or a similar fast-paced environment, with an understanding of what makes a successful charity shop.
- Experience of working towards sales targets, using performance information and taking action to improve results.
- Strong retail awareness and the ability to recognise opportunities to increase income, maximise donated stock and improve shop performance.

- Experience of leading, supporting or motivating colleagues, teams or volunteers, with the ability to build positive relationships with a wide range of people.
- Confidence using electronic tills, digital systems, social media and basic IT applications, with the ability to learn and embrace new technology.
- An understanding of current retail trends, merchandising principles and the ability to recognise the potential value of donated goods.
- Experience handling cash, card payments and financial transactions accurately and responsibly.
- Excellent communication and organisational skills, with the ability to prioritise workloads, manage competing demands and remain effective in a busy environment.
- A positive, enthusiastic and adaptable approach, with a willingness to get involved in all aspects of shop activity.
- The ability to undertake the physical requirements of the role, including moving, sorting and displaying donated stock.
- A good standard of education (GCSE level or equivalent) or relevant experience gained within a retail or customer-focused environment.

Terms and Conditions for Little Hulton Shop Manager

Contract	Permanent
Work Pattern	37.5 hours over 5 days per week.
Location	Little Hulton Shop
Free Parking	Free parking at our Heald Green and Little Hulton sites
Holiday	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition, staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
Pension	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contributions into the scheme in the previous 12 months).
Life Cover	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by Moya Cole Hospice.
Health Cash Plan	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
Employee Assistance Programme	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
Probation	Six months
Notice	4 weeks
Safeguarding	Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.