



Position Description

Role: Store Manager

Department: Retail

Date: July 2021

This position description is designed to give an indication of the types of work and performance expected of the job holder. It does not provide an exhaustive list of duties or performance standards, and the job holder agrees to undertake any other tasks that are consistent with the position and with the provisions of quality service to Mary Potter Hospice patients and their families and whānau. In order to meet the changing needs of Mary Potter Hospice, this job description may require change from time to time.

Overview of the role

Manage all aspects of the Mary Potter Hospice Retail Store over a seven day a week operation to achieve all targets, raise funds and maintain the Mary Potter Hospice Brand

Scope

Reports to: Director, Retail

Location: Wellington Region of Mary Potter Hospice

Key Competencies

- Effective communicator both written and verbal
- Builds strong customer relationships fast
- Resourceful; able to get the most out of limited resources
- Commercial acumen
- Able to relate effectively with a wide range of people
- Can easily create a feeling of 'family' amongst a team
- Provides clear direction where needed
- Seeks out and acts on feedback to improve personal capabilities
- Remains calm and positive under pressure
- Strong affinity with Mary Potter Hospice Values

Key Tasks

- Overall Management of store – merchandising, stock, retail assistants and volunteers
- Team and Volunteer Management – lead, coach and inspire paid and unpaid staff

- Store Management – manage budgets and expenditure; develop action plans to achieve targets; regular written reporting on key aspects; operate and train others in POS software; banking; contribute to pricing across all stores.
- Donor management – ensure donations are received respectfully and where they cannot be accepted, ensure donors are treated with utmost respect and dignity
- Recruit and select volunteers as required
- Recruit and select paid employees as required (with support from HR)
- Carry out on-site comprehensive retail inductions including Health and Safety procedures and ensure staff participate the Mary Potter Hospice induction
- Participate as a member of the retail store management team; attend team meetings and education events as required

Health and Safety *(all roles have a H&S component, some more detailed than others. The tasks here are the minimum expected of all roles)*

- Practise within Mary Potter Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual
- Report all identified hazards, incidents (including near-misses) and accidents
- Take action to ensure hazards are isolated, minimised or eliminated
- Participate in mandatory health and safety training as required.

Outputs/expected results/Key performance indicators

- Store achieves targets, staff (paid and unpaid) are motivated, confident and competent.
- Donors are satisfied with the service they receive in store and customers feel welcome
- Staff achieve goals set
- Customer feel welcome
- Store reputation and branding is maintained
- Health and Safety requirements are met
- Staff are confident and competent
- Store outgoings remain within or better than budget
- Stock moves through store at the required rate
- Store is attractively presented and promotes the Mary Potter Hospice Brand
- Banking is accurate
- Staff feel they are an integral part of Mary Potter Hospice
- Knowledge is shared and increased

Outcomes

- Mary Potter Brand is enhanced

- Funding is increased
- Mary Potter Hospice Retail is a safe and healthy place to work.

Person Specification

Essential

- Proven experience in leading, directing and delegating work to achieve objectives in a retail setting
- Demonstrated experience in day to day operational retail management including reporting on sales and financial data, budget management and health and safety
- Proven experience in providing leadership and vision to motivate a team
- Sound computer skills
- Full current drivers licence

Desirable

- Experience in a second hand retail environment
- Experiencing in merchandising and brand management

Signed: Date:

(Job Holder)

Signed: Date:

(Director)

Position Description Appendix

The values of the Venerable Mary Potter and the vision of Dame Cecily Saunders are deeply held by Mary Potter Hospice staff and volunteers and underpin all the work we do.



Our values

- Mana/Respect
- Aroha/Compassion
- Rangatiratanga/Dignity
- Manaakitanga/Hospitality
- Kaitiakitanga/Stewardship

Our vision

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

Our approach

Taking a whole person approach, we will provide and promote high quality specialist palliative care, grief support, education and care planning services. Working alongside our health partners, we aim to make a difference in the communities we serve.

Mary Potter Hospice and Volunteers

We value our volunteers highly and consider them to be an integral part of our workforce. Many of our roles supervise volunteers and all roles interact with volunteers to a greater or lesser degree.