

Working for St Ann's

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



At St Ann's, 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 and to ensure St Ann's 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.

All of our team members will role model our core values...

People matter

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



Brave and bold

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



Lead and learn

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



Together we are stronger

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



Relief Shop Manager

Title Relief Shop Manager

Salary £11.48 per hour (7.5 hour shifts per day)

Location Various to suit applicant

Responsible for Volunteers

Responsible to Shop Manager

Core Purpose

To raise money for St Ann's Hospice by selling donated items.

Job summary

This is a fantastic entry level role providing an opportunity to learn retail skills and start your journey within the Charity retail sector with flexible shifts to fit around your personal commitments.

No two days are the same in Charity retail and you'll be joining a fantastic and friendly team who will help you grow in the role. Many of our Relief shop managers go on to become Shop managers, Area managers and Online sales managers. We provide full training in all aspects of the role. All we ask is that you are hardworking, reliable and passionate about St Ann's Hospice and the work we do.

The main tasks of the Relief Shop Manager role are;

To provide cover and support in all aspects of managing one of St Ann's Hospices Charity shops.

Create vibrant and engaging displays using donated stock and props.

Create engaging social media posts to help promote the shop.

Provide excellent customer service.

Maintain a safe working environment.

Motivate volunteers.

Operate an EPOS till system (full training provided)

Prepare items for sale.

Respond to emails and phone enquiries.

Use basic Microsoft packages such as Word and Excel.

To discuss the role or have an informal chat call us on 0161 477 7839

Head of Trading

Cluster Manager

Shop manager

Relief shop manager

Responsibilities

The Relief Shop Manager will –

- ✓ Be responsible for the day to day running of the shop including opening & closing and processing sales and donations.
- ✓ Maintain high shop standards and cleanliness
- ✓ Ensure all Health & Safety checks and requirements are met.
- ✓ Participate in planned promotions
- ✓ Encourage the promotion of the hospice values through all shop activity.
- ✓ Help manage shops social media accounts.
- ✓ Support regular communication with line manager.
- ✓ Follow standard operating procedures in all aspects of the role.

Requirements

The Relief Shop Manager will –

- ✓ Have an interest in retail trends.
- ✓ Be willing to learn to operate an electronic till.
- ✓ Be able to keep up the physical demands of the role
- ✓ Demonstrate good communication skills.
- ✓ Be flexible in their approach to work.
- ✓ Work with small team of volunteers

Terms and conditions for the Relief Shop Manager

Contract

Bank contract

Work Pattern

Various

Location

Edgeley, Stockport, Romiley, Altrincham, Ladybarn, Ardwick, Little Hulton, Heald Green, Reddish, Sale, Cheadle Hulme (Location varies depending on applicants travel capabilities).

Holiday

Bank staff entitled to 5.6 weeks' holiday per year, including bank holidays. Entitlement is calculated on a pro rata basis depending on the number of hours worked. This is calculated as a weekly average over the previous 52 weeks, discounting any weeks in which no remuneration is received, up to a maximum of 104 weeks.

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 contribution's into the scheme in the previous 12 months).

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

One week.



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

☎ 0161 437 8136

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