

## Job Title: Assistant Shop Manager – North London Hospice

<b>Business Area:</b>	Retail
<b>Location:</b>	North London Charity Shop
<b>Reports to:</b>	Shop Manager
<b>Salary Grade:</b>	NLH3

## Organisation and Team Information

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life limiting illnesses, supporting them to achieve the best quality of life possible. As well as our inpatient unit at Woodside Avenue, we work within the wider community including our Outpatient and Wellbeing services; our support to patients in their own homes; our Community Specialist Palliative Care services; and our Patient and Family Support teams, providing emotional and practical support to patients, their families and carers.

The North London Hospice (NLH) has multiple stores dotted around our boroughs and the Retail team are responsible for the management, maintenance and replenishment of all these stores. Raising over £1.6 million annually, the Retail team support the recycling of pre-loved items while playing a pivotal role in providing income generation to deliver the North London Hospice mission.

## Role Purpose

The Assistant Shop Manager supports the Shop Manager in the day-to-day running and growth of a North London Hospice charity shop. The role is key in driving donations, sales, and profitability, while ensuring a welcoming and enjoyable experience for customers, staff, and volunteers. The Assistant Shop Manager will help manage a dedicated team of volunteers, contributing to the shop's success through effective merchandising, pricing, Gift Aid promotion, and local community engagement.

# Key Responsibilities

## General

### Support Shop Operations

- Assist the Shop Manager in the daily management of the charity shop, ensuring smooth and efficient operations.
- Take responsibility for the shop in the absence of the Shop Manager, ensuring all activities continue to run effectively.
- Support the achievement of sales and profit targets by helping to drive donations, optimise pricing, and manage stock.
- Contribute to the planning and execution of local promotional activities to increase footfall and raise the shop's profile within the community.

### Volunteer Recruitment, Training & Management

- Assist in the recruitment, training, and management of volunteers to ensure the shop is adequately staffed and runs smoothly.
- Provide ongoing training and guidance to volunteers, ensuring they feel valued, supported, and equipped to perform their roles.
- Help create a positive and engaging working environment for volunteers, encouraging teamwork and commitment to the shop's success.

### Donations & Gift Aid Promotion

- Proactively support donation drives, engaging with the local community to increase the volume and quality of donations.
- Promote the use of Gift Aid on donations, ensuring all eligible donations are recorded to maximise revenue for the hospice.
- Train and encourage volunteers to promote Gift Aid to donors, ensuring accurate and compliant processes are followed.

### Merchandising & Pricing

- Assist with the processing, sorting, and display of donated goods, ensuring stock is presented attractively to maximize sales.
- Support the Shop Manager in creating and maintaining an enticing pricing strategy that reflects market trends and maximises profitability.
- Contribute to visual merchandising efforts, ensuring the shop's layout is appealing and easy to navigate for customers.

## **Customer Service & Community Engagement**

- Ensure excellent customer service is delivered by both staff and volunteers, creating a welcoming atmosphere for all visitors.
- Assist with handling customer queries and resolving any issues in a professional and courteous manner.
- Help organise and participate in community events and local initiatives to promote the shop and build relationships within the community.

## **Health & Safety Compliance**

- Ensure that the shop adheres to all Health & Safety regulations, and that volunteers are trained to work safely.
- Assist with conducting regular safety checks and risk assessments to ensure the shop remains a safe environment for customers, staff, and volunteers.
- Ensure compliance with North London Hospice's policies and procedures, including safeguarding and data protection.

## **Teamwork & Communication**

- Work closely with the Shop Manager to ensure effective communication and teamwork within the shop.
- Contribute ideas for improving shop performance, including suggestions for increasing donations, optimizing stock management, and improving customer engagement.
- Provide feedback to the Shop Manager on volunteer performance and shop operations, ensuring continuous improvement.

## **Financial Accountability**

- Assist with cash handling, banking, and stock control, ensuring all financial procedures are followed accurately and responsibly.
- Monitor sales performance and contribute to achieving the shop's financial targets.
- Help maintain accurate records of Gift Aid donations and shop takings.

**Key working relationships** including but not limited to: Shop Managers, Retail Management, People Business Partner, Logistics team, public, donors (corporate), volunteers. Occasional interaction with patients, carers, external policy makers and other hospice staff and volunteers.

**Any other reasonable duties** required within the scope of the role. The role may evolve in line with the needs of the charity.

## **Infection Control**

North London Hospice



- Maintain the highest standards of infection control
- Familiarise with, and adhere to, North London Hospice Infection Control Processes, Policies and Procedures

### **Health and Safety**

- Understand individual safety and security responsibilities
- Familiarise with, and adhere to, the relevant health, safety and security policies across North London Hospice
- Be aware and work to support own personal health and safety and the health and safety of others across the Hospice
- Maintain patient, personal and organisational confidentiality at all times. This includes patient medical and financial information; employee record; student records; financial

### **Confidentiality**

- Maintain patient, personal and organisational confidentiality at all times. This includes patient medical and financial information; employee records; student records; financial and operating data of North London Hospice and any other information that is of a private or sensitive nature
- Familiarise with, and adhere to, the relevant confidentiality policies within North London Hospice

## **Person Specification**

### **Education and Qualifications**

- Strong understanding of health and safety regulations - **essential**
- Knowledge of safe and effective manual handling - **essential**

### **Experience and Knowledge**

- Proven experience in retail management, ideally within a charity or non-profit organisation – **essential**
- Strong customer service skills, with a focus on creating a positive and welcoming environment – **essential**
- Knowledge of retail operations, including stock management, merchandising, and pricing – **essential**
- Understanding of Gift Aid processes and the ability to train and support others in promoting Gift Aid - **essential**

- Passion for the charitable sector and alignment with North London Hospice's mission and values - **essential**
- Experience working the healthcare environment – **desirable**

### **Personal Qualities and Abilities**

- Excellent verbal and written communication skills, with a passion for customer service and building relationships – **essential**
- Ability to work collaboratively with the Shop Manager and volunteers, while also being able to take initiative and work independently – **essential**
- Ability to work in a fast-paced environment, juggling multiple priorities – **essential**
- Strong organisational and time management skills, with the ability to prioritise tasks in a busy environment – **essential**
- Able to comfortably manage physically demanding work – **essential**

### **Essential for all**

- Commitment to equality, diversity and inclusion and understanding of how this applies to own area of work
- Commitment to the aims and charitable objectives of North London Hospice
- Committed to own continuing vocational/professional learning and development
- Enhanced DBS check (role specific) to be carried out by the employer

## Our Values

### Our Values

**C** Collaborative and learning  
**O** Open and honest  
**R** Respectful and empowering  
**E** Equal and inclusive



**The best of life,  
at the end of life,  
for everyone**

