

## POSITION DESCRIPTION

Reference: Human Resources Policy HR-006 "Job Descriptions"

Position Title **Retail Shop Day Manager**

Reporting to Retail Shops Manager  
Direct Reports NA

### Main Purpose of Role

1. To supervise and undertake the Hospice Shop trading processes and activities, and
2. To supervise shop volunteers as they participate in activities associated with the Hospice Shop processes and activities.

### Main Outcomes from Role

1. The shops day-to-day operating requirements are consistently maintained, and
2. Shop volunteers are engaged, completing daily tasks to support the successful operation of the shop.

### Key Responsibilities & Expected Deliverables<sup>1</sup>

Responsibility	Deliverables
<b>Shop Trading and Operations</b>	
Oversee the day-to-day operational activities of the shop (sole charge)	<ul style="list-style-type: none"> <li>- The Shop is open on time and is secured at the end of the each business day in line with approved shop trading hours</li> <li>- Banking is reconciled and completed daily in line with the approved procedures</li> <li>- All sales are processed through the Vend register, accurately capturing each transaction</li> <li>- The premises are maintained in a clean and well-presented manner, in accordance with agreed philosophies (e.g. dusting, vacuuming, tidying, etc)</li> <li>- The premises are secure when unattended ad opportunities for theft and/or shoplifting are minimised</li> </ul>
Supervise stock management in accordance with approved processes and procedures	<ul style="list-style-type: none"> <li>- Stock is consistently sorted and priced according to the approved procedures and pricing guidelines</li> <li>- Stock remains to be of high quality, safe and well-prepared with sufficient stock inventory, rotation and turnover</li> <li>- Stock is well presented, maintaining an outstanding store condition and high levels of visual merchandising standards</li> </ul>

<sup>1</sup> Definitions and Management:

- Key Responsibilities are the areas the position is responsible for.
- Expected Deliverables are non-specific outcomes which are expected to be delivered upon by the employee in this role. Further, more specific tasks relating to each outcome, will be defined in the employee's annual performance objectives.
- On an annual basis, each employee's performance will therefore be assessed to ensure the expected deliverables defined herein are being fulfilled.

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Responsibility	Deliverables
Oversee processes and activities relating to superior customer service	<ul style="list-style-type: none"> <li>- The provision of outstanding customer service is maintained at all times</li> <li>- Any complaints are handled in a timely and professional manner, in line with the Shops Trading Policy</li> <li>- Donations are accepted with an high level of pleasantries</li> </ul>
<p><b>Shop Volunteers</b></p> Undertake Volunteer supervisory requirements (as needed)	<ul style="list-style-type: none"> <li>- Volunteers are supervised and motivated to perform their best and ensure all daily tasks are completed</li> <li>- New volunteers are coached and supported. Volunteer shop induction is delivered in line with approved procedures, with records accurately and adequately maintained</li> <li>- Daily and shop induction records are maintained in accordance with the approved procedures</li> </ul>
<p><b>Other Duties</b></p> Other duties are undertaken as required	<ul style="list-style-type: none"> <li>- Duties and responsibilities requested by direct Manager are undertaken as reasonably able to do so</li> </ul>

### Organisational Responsibilities & Expected Deliverables<sup>2</sup>

Responsibility and Expected Deliverables	
<b>Hospice EBOP Awareness &amp; Requirements</b>	
Work as a professional and committed team member	<ul style="list-style-type: none"> <li>- Hospice EBOP philosophy, mission, vision, values and strategic goals are consistently worked within and adhered to</li> <li>- Ongoing understanding of Hospice EBOP's functions, responsibilities, capabilities, capacities and constraints is demonstrated</li> <li>- Any complaints or negative feedback are documented and brought to the attention of the line manager as soon as practicable</li> <li>- Any investigations are participated in an open and professional manner</li> </ul>
Participate in quality improvement initiatives and activities	<ul style="list-style-type: none"> <li>- Hospice EBOP quality management requirements (including policies, procedures, guidelines, code of conduct and other relevant documents) are known and adhered to</li> <li>- Quality improvement initiatives are actively supported and participated in</li> <li>- Commitment to the Hospice EBOP culture of continuous improvement is demonstrated</li> </ul>

<sup>2</sup> Definitions and Management:

- Organisational Responsibilities & Expected Deliverables are areas each employee at Hospice EBOP is responsible for adhering to.
- On an annual basis, each employee's adherence to these requirements will be assessed generally to ensure the expected deliverables defined herein are being fulfilled.

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### Responsibility and Expected Deliverables

Adhere to Confidentiality and Code of Conduct Policies/Requirements

- Strict confidentiality is maintained at all times
- The Privacy Act 1993 and the Health Information Privacy Code 1994, and any subsequent amendments, in regard to confidentiality and the non-disclosure of information is adhered to at all times

Maintain high level of cultural awareness and sensitivity

- Services are delivered in a culturally appropriate manner
- The culture of staff, volunteers and other stakeholders is acknowledged and respected
- An understanding of the Treaty of Waitangi, in relation to our workplace, is demonstrated

### Health & Safety

Ensure Hospice EBOP maintains a safe work environment, promoting safe work practices and the wellbeing of self and others

- HEBOP health and safety policies and procedures are complied with fully and actively
- Health and safety actions and initiatives in the workplace are fully and actively supported and promoted, taking responsibility for own health and safety, and the health and safety of others within the work environment
- All workplace hazards, near miss incidents and accidents are reported in a timely manner as per approved procedure
- Actions and initiatives to minimise, isolate or eliminate identified risks are supported and promoted
- Any investigations are participated in an open and professional manner

### Team Work

Ensure positive contributions are made towards effective and efficient working relationships

- Positive work relationships are established and maintained, working together in a collaborative and open manner
- Interpersonal communication is based on respect, ensuring others are treated with kindness
- Staff meetings, as applicable, are attended and contributed to

### Professional Competency

Maintain appropriate level of professional competency in accordance to position requirements

- Qualifications, including registrations and practicing certificates as applicable, as required for legal and safe practice are maintained
- Knowledge of and adherence to best practice and legislation to work accountabilities is kept current
- Own education and professional development is identified and advanced

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### Person Specification<sup>3</sup>

Essential	Desirable
<b>Knowledge, Skills and Attributes</b>	
<ul style="list-style-type: none"> <li>- Excellent interpersonal skills, with a professional demeanour</li> <li>- Ability to relate well to a range of people including staff, volunteers and customers</li> <li>- Excellent verbal and written numeracy and communication skills</li> </ul>	<ul style="list-style-type: none"> <li>- Excellent IT skills (Vend system, etc)</li> <li>- Great time management skills</li> </ul>
<b>Experience, Technical/Professional Qualifications</b>	
<ul style="list-style-type: none"> <li>- Innovative individual with a flair for visual merchandising</li> </ul>	<ul style="list-style-type: none"> <li>- Strong level of experience working in retail, customer service or public relation areas</li> </ul>

#### <sup>3</sup> Definitions and Management:

- Essential specifications are those which are non-negotiable to ensure the responsibilities and deliverables defined in this Position Description will be met. In the interests of growth and support of our people and the people in our community, Hospice EBOP may appoint or promote a person without these specifications, provided any minimum legal requirements are met, e.g. practicing certificates.
- Desired specifications are those which may be learnt or acquired on the job.
- Where a person holds a position without essential or desirables specifications, Hospice EBOP will endeavour to train or support the incumbent towards compliance, however this is at the discretion of the CEO with restrictions and constraints accounted for (e.g. budget, access to education, etc).