



*Being there for you  
and your family*

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Deputy Shop Manager
<b>RESPONSIBLE TO:</b>	Shop Manager
<b>HOURS OF WORK:</b>	As per contract
<b>LOCATION:</b>	As per contract
<b>JOB PURPOSE:</b>	To maximise the income and profit of the shop through commercial decision making, delivering new concept layout and promoting the shop through recruitment and coaching of volunteering.

### **DUTIES AND RESPONSIBILITIES:**

You will be responsible for maximising income by taking supporting the Manager to take ownership of the shop operation over 7 days trading in order to exceed profit targets, by managing staff and volunteers to deliver high standards within a new concept Store. You will also need be a good organiser and be commercial driven.

### **PARTICULAR RESPONSIBILITIES:**

1. With the shop manager, be responsible for achieving an annual budget of shop income which will be agreed with the Retail Manager.
2. In co-operation with the Shop Manager, ensure that the shop is opened for a full trading week, supporting with shift changes and flexible to sudden changes. Security awareness required to ensure sufficient staff are present on the shop floors at all times.
3. To promote all Hospice services and collaboratively work with Fundraising and Lotteries to sell additional products..
4. To recruit, induct, train, supervise and motivate all those working in the shop, encouraging development of all concerned through the delegation of responsibility and the development of the shop team.
5. To ensure that the interior and window presentation are maintained and that customers statutory rights are reserved at all times.

6. To ensure that all monies and stock are handled according to LOROS financial and security procedures, including the receipting of cash donations.
7. To ensure that the sorting and pricing of donated items is done in accordance with LOROS policy. Making commercial decisions through regular analysis of EPOS reports to support decision making and changes within a fast paced environment.
8. To maintain adequate stock of all shop supplies through sundries ordering in line with shop budget. Reducing waste where possible and following all labelling guidelines.
9. To ensure that the shop complies with the appropriate HASAWA legislation.
10. To attend such meetings, seminars and conferences as requested by the Retail Manager.
11. To be conversant with LOROS shop policies and objectives and to ensure that volunteers understand and follow such policies.
12. Seek, suggest and implement external opportunities and / or calendar of events to increase footfall within the shop through promotional events or additional trading hours.
13. Promote the shop positively through social media to raise awareness and footfall within the shop.

#### **GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

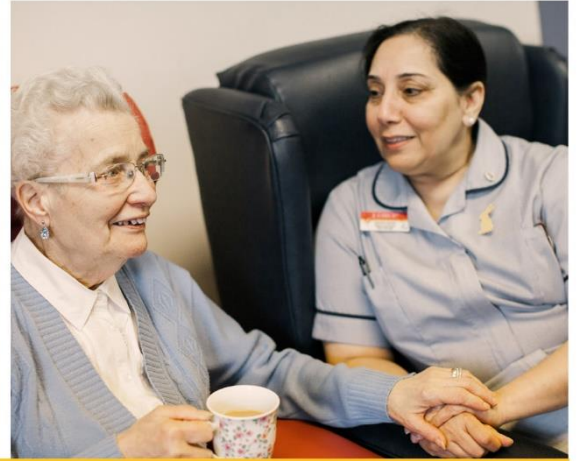
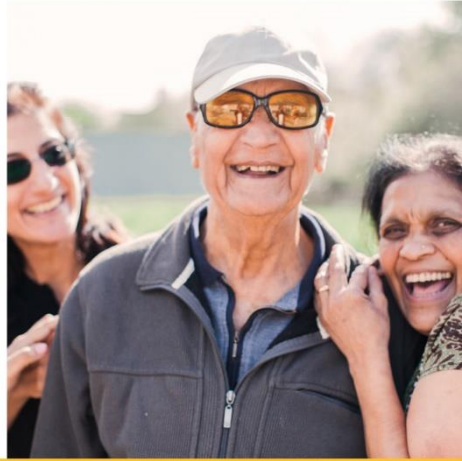
**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed..... Date.....

**Post Holder**

Signed..... Date .....

**Line Manager**



# Our vision and mission



## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.



## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

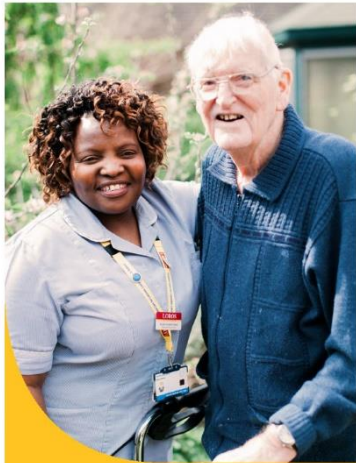
**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland





# Our values and behaviours



## **Professional**

Showing respect to patients and families, as well as members of our community, staff and volunteers.



## **Focused**

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



## **Collaborative**

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



## **Compassionate**

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



## **Trustworthy**

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



## **Accountable**

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

# LOROS KEY FACTS

## SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



**>2,500**

No. of individuals  
receiving patient care  
from LOROS per year



Of whom  
**665**

admitted to  
Inpatient Ward



**31**

beds in  
Inpatient Ward



**343**

employees

**1,500**

regular volunteers



Average length  
of stay

**14 days**



**£560**

Cost per bed/day  
including overheads



Cost per attendance  
for Day Therapy **£305**

Day therapy now offers support to patients by  
a much wider range of professionals including  
physio, occupational and complementary  
therapists, doctors and chaplaincy.

**Cost**  
per hour  
of running  
the charity

**£8.2M**

Expenditure on patient care per year

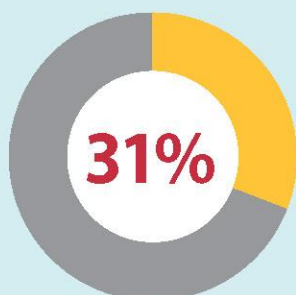
**£6.0M**

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



**£932**



**31%**

Portion of  
expenditure covered  
by NHS



**90%**

Portion of charity  
costs directed to  
care services

**2,165**

participants in LOROS educational activities  
per year



**24,950**

LOROS Lottery numbers



**29**

LOROS  
Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.