



Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

SELECTION CRITERIA

POST: Deputy Shop Manager
DEPARTMENT: LOROS Enterprises

	Essential Criteria	Desirable Criteria	How & When
Education / Qualification	Good standard of education which should include GCSE Grades 4-9 in English and Maths or equivalent.	City and Guilds Award Certificate/Diploma in Retail Skills BTEC Level 3 in Retail Management	Application Certificates
Skills / Abilities	Excellent communication/organisation skills. Ability to move and handle heavy items. Ability to maintain accurate paperwork. Ability to work to shop budgets. Ability to build and maintain an effective team. Able to prioritise work and meet deadlines.	Manual Handling training	Application Interview References
Experience	Experience of cash handling/balancing. Proven experience of working in retail.	Expertise in the charity retail sector. Managing or supervisory experience.	Application Interview References
Knowledge	Knowledge of general health and safety relevant to this post	Knowledge of Leicestershire and Rutland	Interview
Motivation and personal attributes	Ability to work on own initiative as well as part of a team Good customer service Personable Professional and sympathetic attitude Motivated Flexible Hours include some Saturday and Sunday working. Passion for retail. Target driven.		Interview References