



*Being there for you
and your family*

LOROS ENTERPRISES LIMITED

JOB DESCRIPTION

JOB TITLE: Shop Team Leader

RESPONSIBLE TO: Shop Manager

JOB PURPOSE: To work alongside management and volunteers to ensure efficient running of the store. To support in driving sales and maximising shop profits.

PARTICULAR RESPONSIBILITIES:

- a) Supporting the Shop Manager, in achieving an annual budget of shop income, which will be agreed with the Retail Manager.
- b) Responsible for Managing the Shop in the Shop Manager absence, including opening and closing of the Shop and acting as Duty Manager.
- c) To ensure the flow of sufficient donated goods, and support the Shop Manager in advertising through local publicity, gift appeals and shop promotions.
- d) To ensure that the interior and window presentation is maintained and that customers statutory rights are reserved at all times, with the support and direction from the Shop Manager.
- e) To ensure that all monies and stock are handled according to LOROS financial and security procedures, including the receipting of cash donations.
- f) To ensure that the sorting of donated items is done in accordance with LOROS policy.
- g) To maintain adequate stock of all shop supplies and to ensure that the shop is merchandised to an agreed standard to maximise sales.
- h) To be conversant with LOROS shop policies and objectives and to ensure that volunteers understand and follow such policies.

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.

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.

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.

To observe the hospices Equality, Diversity & Inclusion Policy and Statement which states our commitment to treating everyone with dignity and respect, irrespective of their protected characteristic.

- Promote equality, diversity and inclusion in working practices by developing and maintaining positive working relationships that ensure colleagues are treated fairly and have a voice by contributing to the development of fair and equitable working practices.
- Ensure that colleagues are treated fairly. Staff must ensure their behaviour does not constitute to discrimination and have a voice to challenge others behaving inappropriately and not in line with the hospice's values. Be supportive of colleagues or service users who wish to raise concerns about inappropriate practice's or experiences.

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

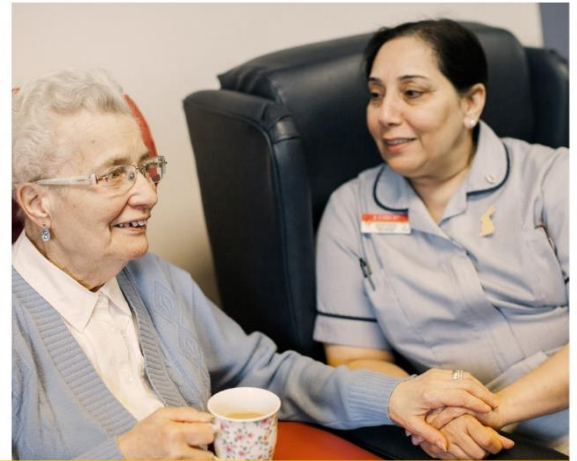
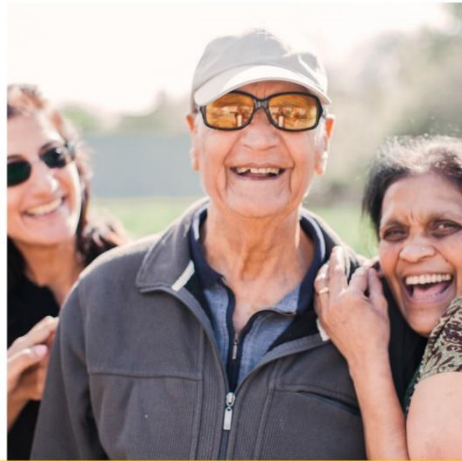
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

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.....
Postholder

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

MARCH 2021

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.

£8.8M

Expenditure on patient care per year

£6.4M

Minimum amount of income to be raised per year

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

Cost per hour of running the charity



>2,959

No. of individuals receiving patient care from LOROS per year



admitted to Inpatient Ward



beds in Inpatient Ward



409

328 FTE

employees

1,300

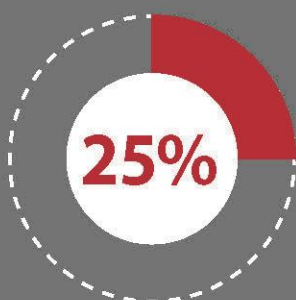
regular volunteers



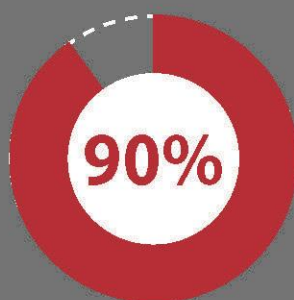
Cost per bed/day including overheads



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



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

Deliver **1,516** hours of educational training a year



LOROS Lottery numbers



LOROS Shops

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

Figures accurate as at 31st March 2020 | Source: 2019/20 Statutory Accounts and Clinical Dashboard