



JOB DESCRIPTION & PERSON SPECIFICATION

Mary Ann Evans Hospice
Eliot Way, Nuneaton, Warwickshire, CV10 7QL
t. 02476 865440 maehenquiries@geh.nhs.uk

Job Title: Store Manager (Nuneaton)

Responsible to: Retail Business Development Manager

Hours: 37.5 hours per week – working 5 days over 7 day week

Hourly Rate: £14.06

Developed: December 2025

Mary Ann Evans Hospice is a charity providing specialist palliative care and bereavement support for adults and children across Warwickshire. Our Community Services, Rapid Response Teams and Day Services provide end of life nursing and care for patients and their families when they need it most.

Mary Ann Values:

The Hospice is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. The Hospice, its staff and volunteers are all committed to ensuring our values stay at the centre of its ethos.

<i>Compassionate</i>	<i>Trustworthy</i>	<i>Respectful</i>	<i>Inspirational</i>	<i>Sustainable</i>
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We have 6 retail shops across Warwickshire as well as a growing online business.

Are you self motivated, commercially aware and enjoy working in a fast pace environment? If so, we have a great opportunity at Mary Ann to join our Retail Team as an Store Manager.

Job Summary:

The role of the Store Manager is to ensure that customers have an enjoyable shopping experience and to engage and lead shop volunteers. The post holder is expected to:

- Effectively and efficiently operate the shop and all its resources in accordance with the guidance and instruction provided by the Retail Business Development Manager.
- Maximise sales and profitability of the shop.
- Engage and lead the team of shop volunteers.
- Provide and inspire excellence in customer care.
- Act as a Mary Ann ambassador within the community.

Key Working Relationships:

Retail teams

Volunteers

Marketing & Income Generation Team

Principle Duties & Responsibilities:

- Engage and motivate volunteers in all aspects of shop operations, health and safety and customer service.
- Maintain shop premises to reflect the high standards of Mary Ann.
- Ensure familiarisation with health and safety, security, fire and Trading Standards requirements.
- Effective display and presentation of stock so as to maximise profits.
- Act in a professional manner as an Ambassador for Mary Ann at all times.
- Delegate tasks to volunteers in accordance with their experience and abilities
- Welcome and advise customers
- Cash handling
- Keep the shop floor clean and tidy

Stock

- Ensure stock is selected, ticketed and priced in accordance with agreed guidelines and ensure maximum uptake of the Gift Aid scheme.
- Ensure that stock is safely displayed and presented to minimise loss or damage, paying particular attention to visual merchandising.

Customer Service

- Provide excellent customer service at all times.
- Show appreciation to donors for all donated goods.
- Deliver and maintain high standards of shop presentation by keeping the premises clean and tidy at all times.
- Offer all possible practical assistance to customers.
- Encourage a cheerful and welcoming atmosphere in the shop at all times.
- Ensure the shop is open at all published opening hours.
- Respond to requests for collection of donated goods promptly.
- Demonstrate empathy and be mindful that customers may have experience of the Mary Ann Evans Hospice services or be bereaved.

Security, Health and Safety

- Understand the fire regulations and action to be taken in the event of fire.
- Ensure Health and Safety and Trading Standards regulations are adhered to at all times.

- Ensure all measures are taken to ensure the safety of staff, volunteers, customers and visitors in accordance with the organisation's Health and Safety Policy.
- Keep the shop floor clear of obstruction and ensure display equipment is used safely.
- Report any accidents / incidents at work and record adverse incidents as appropriate.
- Report any accidents needing medical intervention to the Retail Team Lead
- Report any incidents involving threats of violence or causing significant trauma to staff, volunteers or customers, to the Retail Team Lead immediately.
- Adhere to the Safeguarding of Vulnerable Adults and the Safeguarding of Children Policies and Procedures

Other

- Foster and maintain good relationships with other local traders.
- Protect, promote, maintain and foster Mary Ann's reputation and image to a high degree.
- It is expected that you will be committed to the core purpose of Mary Ann and will act as an ambassador, actively promoting it throughout your role. It is also hoped that as Mary Ann is heavily reliant on charitable donations you will support promotional activities where possible showing support to your colleagues in the spirit of team working.
- To maintain strict confidentiality and adhere to data protection policies at all times.
- Mary Ann operates a strictly no-smoking policy whilst on duty.
- Attendance at meetings, events and activities may require the post holder to work beyond the normal hours/days of work on occasions – flexibility is essential.
- To have an understanding and demonstrate regard for Mary Ann's values, vision, mission and strategic aims.
- Travel in Warwickshire and the surrounding area, to fulfil role and attend/participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies.
- To participate in an annual performance appraisal, where the job description will be reviewed and objectives agreed.
- Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements relevant to role as outlined by Hospice Policy.
- To participate in surveys and audits as required by the service in relation to your role.
- Conform to conventional standards of professional uniform and business dress when representing Mary Ann.
- To accept temporary redeployment within any part of Mary Ann should the need arise ensuring Hospice goals and objectives are met.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible or

prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of Mary Ann.

Signed Employee:

Date:

Signed Line Manager:

Date:

Person Specification:

	Essential	Desirable
Qualifications & Training	GCSE or equivalent grade C (pass) in English and Maths.	
Experience		Working with volunteers Working in the retail sector
Skills & Knowledge	Must be able to demonstrate an understanding of the need for confidentiality in all aspects of the work environment.	Ability to work with little supervision. Accuracy and attention to detail. Excellent interpersonal skills.
Aptitudes & Attributes	Ability to work as part of a team. Self-motivated and have initiative Have an excellent telephone manner. Resourceful and creative. Ability to prioritise tasks, appropriately delegate and manage time effectively.	
Other Job Requirements	A presentable and professional manner and appearance Willingness to attend and assist at functions and fundraising events. Confident and proactive Dress in a manner that conforms to Mary Ann's dress code A good communicator Flexible approach to work including weekend working where necessary Ability to work in non-smoking environment	

	Ambassador for the organisation. Legally entitled to work in this country.	