

Friends Shop Manager Person Specification

Friends of Eastbourne Hospital (FoEH) is committed to raising funds to provide extra equipment, amenities and services for patients and staff of the Eastbourne DGH. The charity promotes volunteering and aims to build links between the hospital and the community. It expects all staff and volunteers to share these commitments.

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your application form (including CV if you choose to include it to support your application) and covering letter (A) and at interview (I)

	Requirements	Essential/ Desirable	Measured by A, I, E
<u>Education and Qualifications</u>	<ul style="list-style-type: none"> • Educated to GCSE standard including Maths and English to level 9 - 7 • IT qualifications including: Microsoft Office Applications - Word and Excel, and email • Eligible to work in the UK 	E E E	A A A
<u>Knowledge and skills</u>	<ul style="list-style-type: none"> • Excellent verbal and oral communication skills • Good written communication skills, including using email • Stock control, including ordering, rotation, stocktaking and annual audit, liaising with suppliers and presentation of merchandise for sale • Management of volunteers • Cash handling including regular cashing up procedures, security of cash and stock, and keeping accurate financial records in accordance with the Treasurer's requirements • Customer service • Health & Safety awareness and an understanding of the Data Protection Act • Experience of management succession training plus contingency planning 	E D E E E E D D	A/I A A/I A/I A/I A/I A/I A/I
<u>Experience</u>	<ul style="list-style-type: none"> • At least three years' experience of working in a retail environment. • Working with and managing volunteers, including training and motivation 	E E	A/I A/I

	<ul style="list-style-type: none"> • Familiarity with stock management and EPOS systems 	E	A/I
<u>Personal competencies and qualities</u>	<ul style="list-style-type: none"> • Adaptable and with a positive outlook, you're someone who seeks to solve problems positively. • A desire to be part of an organisation that really makes a difference • You will be flexible and adaptable to changing priorities and enjoy getting things done • Able to work weekends as required and flexibly throughout the week • Experience of annual audit procedures • Team player who can work in conjunction with the Friends Office and Trustee board, and is comfortable liaising with suppliers and Hospital Trust staff • Understanding of the Friends structure and ethos 	E D E E D E D	I I I I I I I
<u>Other requirements</u>	<ul style="list-style-type: none"> • Full driving licence and use of a vehicle 	D	A / I