



## EMPLOYEE SPECIFICATION

**POST:** Deputy Shop Manager

**A = Application**

**I = Interview**

**P = Presentation**

**S = Selection Event**

St Luke's Hospice is an Equal Opportunities employer and promotes equality of access to employment. St Luke's Hospice employees are required to follow the specific Personnel Policies supporting recruitment & selection. Job share applicants are welcome for all full time posts unless otherwise stated in the job advertisement.

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>EXPERIENCE</b>			
Previous experience gained within a retail/customer facing role		✓	<b>A,I</b>
Previous experience working with people from a variety of backgrounds.	✓		<b>A,I</b>
Experience of maintaining administrative procedures	✓		<b>A,I</b>
Previous experience of managing staff or volunteers	✓		<b>A,I</b>
<b>KNOWLEDGE</b>			
Have previous knowledge of recruiting, training and motivating volunteers or employees.	✓		<b>A,I</b>
Previous knowledge of financial guidelines and an ability to follow hospice financial guidelines	✓		<b>A,I</b>
<b>QUALIFICATIONS/TRAINING</b>			
Working knowledge of The Sales of Goods Act 1979; Guide to the Furniture and Furnishings (Fire) (Safety) Regulations; Health & Safety and Fire regulations and an ability to identify potential risks.		✓	<b>A,I</b>
<b>SKILLS/ABILITIES</b>			
Ability to work as part of an effective team	✓		<b>A,I</b>

Through effective communication skills – verbal & written gets tasks completed within agreed deadlines and standards	✓		<b>A,I</b>
Assist with the recruitment and development of volunteers	✓		<b>A,I</b>
Engages with people in a friendly and welcoming manner	✓		<b>A,I</b>
Ability to deal with people in all types of situations	✓		<b>A,I</b>
Builds strong customer and client relationships by putting customer/client first and providing excellent customer service	✓		<b>A,I</b>
Builds relationships that encourage and support others	✓		<b>A,I</b>
Ability to lead, motivate and train volunteers	✓		<b>A,I</b>
Ability to implement necessary procedures	✓		<b>A,I</b>
Good organisational skills	✓		<b>A,I</b>
Ability to resolve problems with an inclusive approach	✓		<b>A,I</b>
Self-motivated and able to use own initiative	✓		<b>A,I</b>
Good planning and logistical skills	✓		<b>A,I</b>
Good problem solving and decision making skills	✓		<b>A,I</b>
Good attention to detail	✓		<b>A,I</b>
Listens to others and takes time to understand their views	✓		<b>A,I</b>
Ability to deal sensitively in handling people in distressing circumstances	✓		<b>A,I</b>
<b>PERSONAL ATTRIBUTES</b>			
Demonstrates a positive 'can do' attitude	✓		<b>A,I</b>
Tactful, empathetic and understanding of volunteers, customers/clients and colleagues	✓		<b>A,I</b>
Willing to work unsocial hours on occasions, and to show flexibility in getting the job done	✓		<b>A,I</b>
Full driving licence (maximum 3 points, no convictions)		✓	<b>A,I</b>
An individual who is able to treat others fairly and with dignity and respect	✓		<b>A,I</b>
Ability to deal with situations in a positive and dignified manner	✓		<b>A,I</b>

<p><b>Values</b>  Ability to demonstrate, understand and apply our organisation's values. These are embedded in all roles and applicants must evidence their own values during the selection process.</p> <ul style="list-style-type: none"> <li>• Compassionate</li> <li>• Dignified</li> <li>• Inspired</li> <li>• Pioneering</li> </ul>	✓		<b>A,I</b>
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