



ST LUKE'S HOSPICE
EMPLOYEE SPECIFICATION

POST: Shop Manager

A = Application

I = Interview

P = Presentation

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.

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE			
Significant experience in a retail environment.	✓		A, I
Excellent management skills gained in similar role	✓		A, I
KNOWLEDGE			
The ability to recruit/train and motivate staff/ volunteers and implement the necessary procedures to ensure the smooth running of the retail division.	✓		A, I
Able to work to strict financial guidelines	✓		A, I
QUALIFICATIONS/TRAINING			
Working knowledge of Health & Safety and Fire regulations and ability to identify potential risks.		✓	A
SKILLS/ABILITIES			
Good administrative and organisational skills with the ability to monitor and analyse shop statistics.	✓		A, I
Effective communication skills – verbal & written	✓		A, I
Excellent interpersonal skills including the ability to relate to a wide range of people and resolve any issues	✓		A, I
Comfortable when dealing with people in all types of situations and an ability to build relationships	✓		A, I
Able to work as part of a effective team	✓		A, I
Sensitivity in handling people in difficult and distressing	✓		A, I

circumstances	✓		A, I
Self motivated and able to work independently but flexibly as part of a team	✓		
Good planning and logistical skills	✓		A, I
Good problem solving & decision making skills	✓		A, I
Good attention to detail	✓		A, I
Good listening skills	✓		I
Knowledge of handling effective social media accounts i.e Facebook/Instagram			A, I
PERSONAL ATTRIBUTES	✓		
Full driving licence (maximum 3 points, no convictions)	✓		A
Friendly and courteous	✓		A, I
Positive attitude			A, I
Tactful, empathetic and understanding of patients, carers and colleagues	✓		A, I
Willing to work unsocial hours on occasions, and to show flexibility in getting the job done	✓		A, I
Values 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.	✓		A, I
<ul style="list-style-type: none"> • Compassionate • Dignified • Inspired • Pioneering 			