

ST LUKE'S HOSPICE

EMPLOYEE SPECIFICATION

POST: Retail Trainee 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			
Experience in a retail environment, in a Supervisory role in a large format store, or responsibility of Deputising in a Manager's absence	✓		A, I
Demonstrate excellent retail supervisory/people management skills	✓		A, I
KNOWLEDGE			
To have the knowledge to implement the necessary procedures to ensure the smooth running of a retail shop.	✓		I
Have previously gained knowledge of the ability to recruit/train and motivate staff/volunteers and	✓		I
Able to work to strict financial guidelines to work towards budgets.		✓	I
QUALIFICATIONS/TRAINING			
Working knowledge of Health & Safety and Fire regulations and ability to identify potential risks.	✓		A I
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 circumstances	✓		I
Self motivated and able to work independently but flexibly as part of a team	✓		A, I
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
PERSONAL ATTRIBUTES			A
Be prepared to travel across the City of Sheffield	✓		I
Friendly and courteous	✓		I
Positive attitude	✓		I
Tactful, empathetic and understanding of patients, carers and colleagues	✓		I
Willing to work unsocial hours on occasions, and to show flexibility in getting the job done	✓		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 			