

Join our team as a

Assistant Store Manager



**Rotherham
Hospice**
Living Life's Wishes

Registered Charity No. 700356

About Us

Rotherham Hospice is a charity dedicated to the people of Rotherham, offering specialist palliative and end of life care to our community since 1996.

We provide comprehensive, compassionate care through two primary patient services:

- 24-hour, 14-bed Inpatient Service
- 24-hour Hospice at Home Service

Additionally, we offer wider support to patients and their families through:

- Complementary therapies & hairdressing
- Counselling and Bereavement Support for adults, children and teenagers
- Day services with individual and group sessions
- Family memory events
- Occupation therapy and physiotherapy
- Social work
- Spiritual care
- Tailored experiences for patients and loved ones



Our Purpose

Easing the physical and emotional pain of death and dying for everyone in our community.

Our Vision

Everyone in our community can easily and confidently access palliative and end of life care tailored to their individual needs and wishes, wherever and however they choose.

Our Goal

To grow a stronger, more financially resilient, responsive and exceptional hospice, providing and promoting holistic, personalised and innovative palliative and end of life care for all.

Our Proposition

To ensure a dignified death for all – one that is reflective of one's own life.

Our Essence

Adding more life to every day.

About the Role

The Assistant Store Manager at a Rotherham Hospice Charity Shop plays a pivotal role in supporting the Superstore Manager in managing the day-to-day operations of the shop and achieving sales and performance targets.

Reporting directly to the Superstore Manager, this role involves providing leadership and direction to the shop team, ensuring excellent customer service, and contributing to the overall success of the charity shop.

The Assistant Store Manager will assist in driving sales, managing stock, supervising staff, and volunteers, and maintaining a welcoming and organised shopping environment.



Job Title	Assistant Store Manager
Responsible to	Store Manager
Line Management	Volunteers
Salary	£25,543
Hours of Work	Full time, 37.5 hours per week
Contract type	Permanent
Location	Rotherham Hospice Parkgate Superstore, Rotherham, S62 6EJ
Probation period	3 months

Benefits

- **Holidays.**

A work-life balance is important for everyone, which is why we offer all employees 30 days annual leave per year (plus bank holidays), plus an additional day's leave in every 5th year.

- **A supportive & comfortable working environment.**

Our Hospice is a calm and compassionate place to work, full of inspiring people who support one another.

- **Hassle-free parking at no cost.**

No one is more than a couple of minutes' walk from the Hospice.

- **Great meals & drinks.**

Because our culinary team prepares food for patients 24/7, they cook for us too. Buy a lovely lunch with 50% off without even leaving the building.

- **Reassurance.**

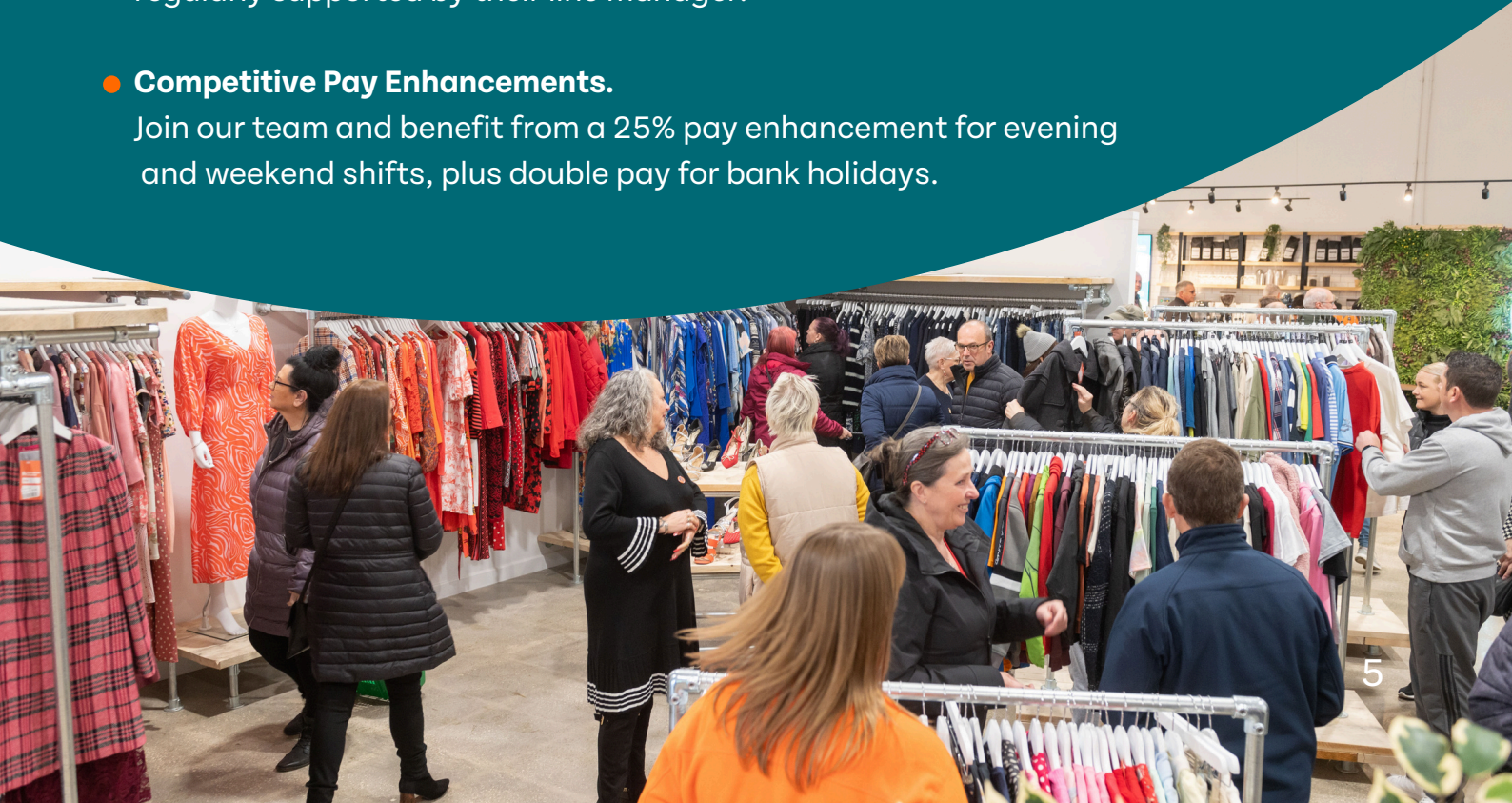
Whilst the here and now is important, we all think about the future. We offer employees a 6% pension after probation and a Life Assurance scheme which will pay 4x your annual salary should you die whilst working in our service.

- **Training & development.**

Every employee will be supported with their training and development needs and will be regularly supported by their line manager.

- **Competitive Pay Enhancements.**

Join our team and benefit from a 25% pay enhancement for evening and weekend shifts, plus double pay for bank holidays.



Key Responsibilities

Operational Support:

- Assist the Store Manager in overseeing all aspects of the charity shop's operations, including opening and closing procedures, cash handling, and security protocols.
- Support the implementation of operational policies, procedures, and standards to ensure efficient and effective shop functioning.

Team Leadership and Management:

- Provide leadership and guidance to shop staff and volunteers in the absence of the Store Manager, ensuring they are motivated, engaged, and trained to deliver excellent customer service.
- Assist in recruiting, training, and supervising staff and volunteers, delegating tasks and responsibilities as needed to ensure smooth operation of the shop.

Customer Service Excellence:

- Lead by example in delivering exceptional customer service, assisting customers with inquiries, providing product information, and addressing any concerns or complaints promptly and professionally.
- Foster a customer-focused culture among shop staff and volunteers, ensuring a positive and welcoming shopping experience for all customers.

Sales and Performance Management:

- Support the Store Manager in achieving sales targets and maximising revenue and profitability for the charity shop.
- Assist in analysing sales data, identifying trends and opportunities, and implementing strategies to drive sales growth and improve shop performance.

Stock Management and Merchandising:

- Working with the Hub, assist in managing stock levels, donations, and inventory, ensuring a well-stocked and attractive range of goods for sale in the shop.
- Support the implementation of merchandising strategies to optimise product placement and presentation, driving sales and enhancing the customer shopping experience.

Key Responsibilities cont.

Health and Safety Compliance:

- Ensure compliance with health and safety regulations and best practices, maintaining a safe and secure environment for staff, volunteers, and customers.
- Assist in conducting regular safety inspections and addressing any hazards or risks identified in the shop.

Community Engagement:

- Assist in building positive relationships with the local community, promoting the charity shop and hospice services, and participating in community events or initiatives to drive footfall and awareness.

Reporting and Administration:

- Support the Store Manager in maintaining accurate records of sales, inventory, and financial transactions, and preparing regular reports on shop performance for management review.
- Assist in administrative tasks, including scheduling, payroll processing, and stock ordering as directed by the Store Manager.

Personal Specification

No candidate will meet every essential and desired criteria. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

Criteria	Essential	Desired
Skills & Experience		
Previous experience in a retail supervisory or leadership role, preferably in a charity shop or similar setting.	Y	
Previous experience in Charity Retail	Y	
Qualifications in retail management or business administration.		Y
Experience using Kudos.		Y
Experience in National Charity Retail .		Y
Experience in Furniture Retail.		Y
Strong interpersonal and communication skills, with the ability to engage with customers, staff, and volunteers in a positive and professional manner.		Y
Good organisational and multitasking abilities, with attention to detail and the ability to prioritize tasks effectively.		Y
Proficiency in Microsoft Office Suite and retail management software.		Y
Multilingual proficiency. Ability to fluently communicate in multiple languages. Proficiency in additional languages is highly desirable as it enables effective communication and engagement with a diverse range of stakeholders, including patients, families, and staff from multicultural backgrounds. Being multilingual enhances our ability to provide inclusive and culturally sensitive care and support services, contributing to Rotherham Hospice's mission and aims.		Y

Personal Specification Continued

Criteria	Essential	Desired
Personal Qualities		
Passionate about the mission and values of Rotherham Hospice, with a commitment to supporting its work through the operation of a charity shop.	Y	
Friendly, approachable, and customer-focused, with a positive attitude and a willingness to go above and beyond to meet customer needs.	Y	
Reliable, responsible, and trustworthy, with a strong work ethic and a willingness to take initiative.	Y	
Flexible and adaptable, with the ability to work effectively in a fast-paced and dynamic retail environment.	Y	
Collaborative team player, able to work closely with the Store Manager and other team members to achieve shop objectives.	Y	
Full UK driving license.		Y

How to Apply

Please apply by submitting a CV and supporting statement, highlighting your suitability for the position and why you are interested, by email to: HR@rotherhamhospice.org.uk

All applications will be treated in the strictest confidence.

If you would like to request an informal conversation about the role prior to applying, please call the Hospice on 01709 308 900 or email HR@rotherhamhospice.org.uk

Closing date: Sunday 28th June 2026

