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hospice care in your home or ours

Job Description

Bear Hub Shop Manager

ellenor.org

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Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Bear Hub Shop Manager

Department: Income Generation

Contract Terms: 6 Months Fixed Term (May to September 2026)

Salary: Circa £25,000

Location: Bluewater Shopping Centre,
Orchard Shopping Centre Dartford,
On occasions ellenor Hospice, Dartford.

Responsible To: Art Trail Project Manager

Accountable To: Director of Income Generation

Manages: N/A

About

Us: ellenor is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Scope and Job Purpose:

The Bear Hub Manager will lead the day-to-day operation of ellenor's Art Trail retail hubs during the *We're Going on a Bear Hunt* campaign.

Responsible for generating income and delivering an exceptional visitor experience, the Manager will ensure smooth retail operations, strong commercial performance, and high-quality customer engagement.

This role includes managing merchandise sales across an extensive bear-themed product range, ensuring effective stock flow, and maximising income opportunities. A key focus will be gathering high-quality data, securing gift aid wherever possible, and stewarding supporters to build positive relationships that encourage long-term engagement with ellenor.

The Manager will also oversee volunteers working within the hubs, coordinate in-store activities that enhance the visitor experience and ensure that all retail spaces represent the ellenor brand to the highest standard.

More info on the bear hunt trail can be found here:

[Dartford We're Going in a Bear Hunt 2026 - Art Trail](#)



Main Duties and Responsibilities:

Key Responsibilities

Customer Experience & Brand Representation

- Deliver outstanding customer service and act as a professional ambassador for ellenor throughout the Art Trail campaign.
- Present and maintain visually appealing merchandise displays that engage and inspire visitors.
- Support and oversee volunteers during their shifts, ensuring they feel confident, valued, and able to deliver excellent service.

Retail Operations & Commercial Management

- Maintain optimal stock levels, ensuring timely re-orders so all hubs have consistent product availability.
- Manage opening and closing procedures, including cash handling, banking, and daily returns.
- Maximise data capture opportunities and secure gift aid wherever possible to drive income growth.
- Ensure all retail policies, procedures, and security measures are always followed.

Activity Coordination & Visitor Engagement

- Organise and support in store and Art Trail-related activities including children's workshops, colouring sessions, raffles, and competitions.
- Support additional events connected to the wider Art Trail program as required.

Safety, Compliance & Standards

- Maintain a clean, safe, and welcoming environment in line with Health & Safety requirements.
- Complete all statutory and mandatory training relevant to the role.
- Raise concerns or issues promptly and follow organisational processes appropriately.



Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

Experience & Skills

- Proven retail or customer-facing supervisory experience, ideally within a fast-paced or seasonal environment.
- Demonstrated experience working to budgets, sales targets, and KPIs, with the ability to interpret performance data to drive commercial outcomes.
- Confident cash-handling skills, including responsibility for banking, daily reconciliations, and retail transactions.
- Strong stock management capability, including reordering, stock rotation, merchandising, and maintaining accurate records.
- Experience delivering high standards of visual merchandising and brand presentation.
- Excellent customer service skills, with the ability to create a positive and engaging visitor experience.
- Strong communication skills, able to build effective working relationships with staff, volunteers, and members of the public.
- Ability to prioritise workload, work autonomously, and use initiative to resolve issues confidently and appropriately.

Personal Qualities

- Self-motivated, reliable, and able to work flexibly to meet the operational needs of the hubs.
- Confident, friendly, and approachable, with the ability to always represent ellenor's values professionally.
- Honest and trustworthy, with a commitment to maintaining high standards of conduct and timekeeping.
- Compassionate and aligned with ellenor's ethos, values, and commitment to excellent supporter care.
- Able to maintain a smart and professional appearance suitable for a public-facing retail environment.

Education & Knowledge

- Good standard of general education, including competent levels of English and Numeracy.
- Good level of IT literacy, including experience using tills, basic spreadsheets, or retail systems.
- Understanding of product pricing and commercial retail operations.

Other Requirements

- Ability to work across multiple hub locations as needed (driving licence and access to a vehicle desirable).
- Willingness to complete statutory and mandatory training relevant to the role.
- Ability to work weekends, bank holidays, and rotating shift patterns during the Art Trail campaign.

