



Shop Manager – Newport Street

For over 30 years Bolton Hospice has been offering free expert care and support to local people facing terminal or life-limiting illness and their families both within the Hospice and at home. Our organisation is loved and respected across Bolton and beyond but wouldn't exist without the hard work and commitment of our staff and volunteers and the support of the local community.

As a charity, fundraising plays a pivotal role within our organisation. Our retail stores are responsible for raising both revenue and awareness within the community. We have an ambitious plan to both increase revenue in our stores, increase awareness of the Hospice in our community, improve the way we work and create a fun and rewarding place to work and volunteer.

Our patients and their families tell us that Bolton Hospice has not only provided care but given them compassion, dignity and respect when they needed it most. So, if you are looking for a challenging and rewarding new role and share our values, now is an exciting time to join us and make a real difference to the lives of local people facing life-limiting illnesses through your work.

Shop Manager

37.5 hrs over 6-day week

including weekends & bank holidays on a rota basis

Admin Band 2: £25,185 – £26,024

The role:

You'll be responsible for the management of our town centre shop on Newport Street in Bolton. This is an important role for the Hospice as we continue to move forward with our store improvement plan and focussing on elevating the profile and look of all our shops.

You'll lead the day-to-day operation of the store including sales, visual merchandising, management and development of volunteers, managing donations and pricing/stock replenishment. Our Shop Managers are hands-on individuals and not afraid to get their hands dirty! You'll also work closely with the Management team on the strategic direction of the store. Your input is crucial to the development of the retail department.

Volunteers play a crucial role in our shops, so you'll be comfortable managing, training and supporting a group of amazing individuals. We'll give you the autonomy to make a real, positive impact and ultimately make your shop the best it can be.

What you need:

Alongside retail experience you will need to have excellent communication, customer service and interpersonal and "soft" skills as well as being enthusiastic about the opportunity to work alongside a large and diverse team of volunteers and staff. You need to be a team player, working closely with other Shop Managers and the support team. An appreciation and understanding of charity retail and why it's one of the fastest growing areas in the retail industry is important. As well as being able to manage and prioritise your workload, including tackling the challenges of running a busy shop.

You will be comfortable working to targets and excited about the opportunity to meet them, contributing to year-on-year income growth.

Experience of charity retail, including retail gift aid, would be an advantage but is not essential.

Finally, and most importantly, you will need to be passionate about our cause and demonstrate a strong commitment to the hospice's values of compassion, respect, professionalism, excellence, inclusivity and collaboration.

Why Bolton Hospice?

You will be working within a friendly and committed team, based within our charity shops and the main Hospice site. You'll be supported to develop and implement your own ideas to make a positive impact on income and the customer experience. We offer our employees an attractive benefits packages, including generous annual leave (starting at 35 days a year including Bank Holidays, pro rata for part time), a contributory stakeholder pension scheme, life assurance, membership of a healthcare cash plan, access to NHS blue light card, and excellent training opportunities.

For the full details, and to apply, please visit www.boltonhospice.org.uk/jobs

Closing Date for Applications: 13th April 2025



Bolton Hospice welcomes applications from all sections of the community, regardless of age, disability, sex, race, religion or belief, marital status or sexual orientation. Any appointment will be made on merit alone. Any offer of employment will be subject to a satisfactory DBS check. Bolton Hospice has a No Smoking Policy.