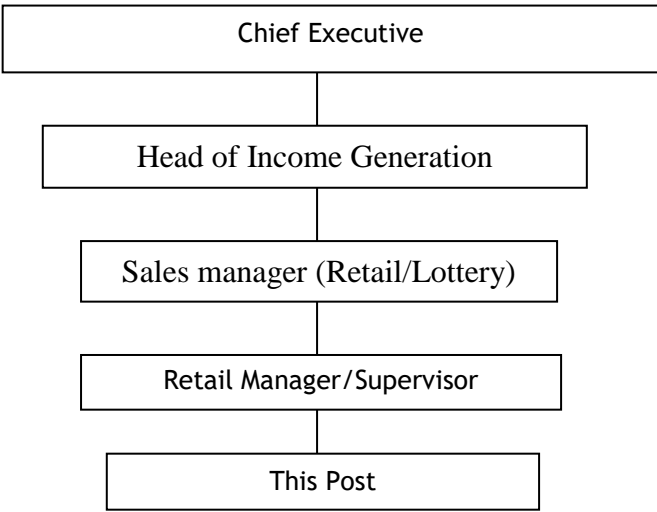


Job Description

1. JOB DETAILS	
Job Title	Retail Assistant
Department	Retail
Salary Scale	Grade 1 - £8.92 per hour
Responsible to:	Retail Manager/ Retail Supervisor
2. AIM	
<ul style="list-style-type: none"> • Assist with Retail Manager with the daily operation of a Retail Charity Shop. • Work with the volunteer team to effectively achieve the sales budget and control costs. • Work with the team to deliver excellent customer service to customers, donors and supporters, to promote the profile of the Hospice. 	
3. ORGANISATIONAL CHART	
 <pre> graph TD CE[Chief Executive] --- HIG[Head of Income Generation] HIG --- SM[Sales manager (Retail/Lottery)] SM --- RMS[Retail Manager/Supervisor] RMS --- TP[This Post] </pre>	

4. KEY RESPONSIBILITIES

Communication and relationships

- Ensure effective communication with staff, volunteers customers and donors.
- Promote, develop and maintain a professional customer service to donors and customers
- Build on public relations to increase the Hospice profile and maintain community support.
- The role requires effective and sensitive communication on a regular basis with patients, relatives and friends.

Analytical and judgemental skills

- Work with the Retail Manager and team to achieve the optimum sales floor layout and visual merchandising.

Planning and organisational skills

- Assist the Retail Manager with the daily operation of a Retail Charity Shop.
- Work with the volunteer team to effectively achieve the daily work load and sales budget.

Physical skills

- The role also involves the use of a computer and keyboard skills for data entry.

Patient/Client Care

- The role can involve incidental contact with patients, and regular contact with relatives at the Hospice in organising collections of donated goods from bereaved donors.

Policy and Service Development

- Hospice policies and procedures should be complied with at all times. Compliance of trading standards and health & safety procedures.
- Participate and contribute to retail shop meetings.

Financial and Physical Resources

- Assist in achieving the shop sales budget and the control of costs.
- Comply with the procedures relating to the security of the premises, stock and handling and banking the daily takings.
- Comply with the procedure for handling cash donations.
- Ensure high standards of cleanliness and maintenance of property and equipment. Reporting any problems to the Retail Manager.

Human Resources

- Attend mandatory training and other training courses as required or agreed at the annual IPR.
- Required to comply with Hospice Policies and Procedures at all times.
- Maintain confidentiality at all times.
- Report any Human Resources concerns to the Retail Manager.

Information Resources

- Record and maintain accurate retail sales figures on a daily and weekly basis.
- Comply with HMRC requirements for gift aid auditable paperwork and computer data entry.

Research and Development

- Awareness of competitor activities in the local area, providing feedback to the Shop Manager/shop supervisor

Freedom to Act

- The role is managed by a Retail Manager/Retail Supervisor

EFFORT & ENVIRONMENT**Physical**

- This role involves a high degree of physical activity on a daily basis with the handling, sorting and processing of donated goods. To include moving sacks, boxes and furniture in the workplace, and to the retail van.
- Also moving and handling of shop fittings with layout/merchandising changes on a regular basis.

Mental

- Coordination of daily operational tasks with occasional requirement for concentration.

Emotional

- The post holder will occasionally be exposed to and have to deal empathetically with customers and donors in situations of grief.

Working Conditions

- Limited space and movement of goods on a daily basis to comply with Health & Safety.
- Exposure to unpleasant conditions during the process of sorting donated goods.

Data Protection and Confidentiality

- All employees should make themselves aware of the policies and procedures of Data Protection and Confidentiality, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures

Health and Safety

- All employees have a responsibility around Health & Safety, as far as reasonably possible, and should make themselves aware of the policies and procedures. Attending all mandatory training.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder:

Date:

Signature of Manager:

Date:

