

# Job Description

St Cuthbert's Hospice



*Making every day count since 1988*

<b>1. JOB DETAILS</b>	
<b>Job Title</b>	Online Retail Assistant
<b>Department</b>	Retail
<b>Salary Scale</b>	
<b>Responsible to:</b>	Retail Manager
<b>2. AIM</b> <ul style="list-style-type: none"><li>• Assist with Retail Manager with the daily operation of the online operation.</li><li>• Work with the volunteer team to effectively achieve the sales budget and control costs.</li><li>• Work with the team to deliver excellent customer service to customers, donors and supporters, to promote the profile of the Hospice both on the High Street and online.</li><li>• Ensure all items are listed packed, posted and tracked in a timely and thorough manner.</li><li>• Respond to customers queries in a timely manner to allow the Hospice to maximise online sales.</li></ul>	
<b>3. ORGANISATIONAL CHART - see attached organisational chart</b>	
<b>4. KEY RESPONSIBILITIES</b> <p><b>Communication and relationships</b></p> <ul style="list-style-type: none"><li>• Ensure effective communication with staff, volunteers, customers and donors.</li><li>• Promote, develop and maintain a professional customer service to donors and customers</li><li>• Build on public relations to increase the Hospice profile and maintain community support.</li><li>• The role sometimes requires effective and sensitive communication with patients, relatives and friends.</li></ul> <p><b>Analytical and judgemental skills</b></p> <ul style="list-style-type: none"><li>• Work with the Retail Manager and team to achieve the optimum sales from suitable goods online. This will be achieved with through the listing of items via online selling platforms and through timely despatch to customers.</li></ul> <p><b>Planning and organisational skills</b></p> <ul style="list-style-type: none"><li>• Assist the Retail Manager with the daily operation of the online operation.</li><li>• Work with the volunteer team to effectively achieve the daily work load and sales budget.</li><li>• Achieve a minimum of 30 listings per day (platform dependent).</li><li>• Achieve all sold items being posted within 48 hours of payment.</li><li>• Ability to 'cull' old stock that has not been sold.</li></ul> <p><b>Physical skills</b></p> <ul style="list-style-type: none"><li>• The role also involves the use of a computer and keyboard skills for data entry.</li></ul>	

- The role also involves the moving and handling of storage crates.

#### **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 meetings.

#### **Financial and Physical Resources**

- Assist in achieving the online sales budget and the control of costs.
- Comply with the procedures relating to the security of the premises and stock.
- 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 and tracking data on a daily and weekly basis.
- Accurately update tracking information for all dispatched items.
- Comply with HMRC requirements for gift aid auditable paperwork and computer data entry.

#### **Research and Development**

- Awareness of competitor activities in the local area and across online platforms, 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 along with the packaging and dispatch of goods.

#### **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.

**Note:** 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. This is a new post therefore the roles and responsibilities will be reviewed after six months.

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.

**JOB DESCRIPTION AGREEMENT**

**Signature of Post holder:**

**Date:**

**Signature of Manager:**

**Date:**