

Job Description

1. JOB DETAILS

Job Title

Relief Retail Assistant

Department

Retail

Salary Scale

Band 2

Responsible to:

Operations Manager, Retail & Lottery

2. AIM

- Assist across our 8 charity shops to allow an effective daily operation. This will be in different shops as and when required to cover holidays, absence and days off.
- 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.
- Where there is no requirement for cover in any given week the Relief Retail Assistant will work alongside the Online time to manage and list donations at the Meadowfield outlet.

3. ORGANISATIONAL CHART - see attached organisational chart

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 each shop team to make 'in moment' decisions to achieve optimum in day sales and a well merchandised shop whilst also upholding a safe working environment.

Planning and organisational skills

- Assist the Retail Sales Manager with planning shop cover on a weekly and monthly basis.
- 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.

- The role involves moving and handling of donations and stock

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 in and contribute to retail shop meetings.

Financial and Physical Resources

- Assist in achieving the retail 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 where required.
- 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 Sales 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 Sales Manager.

Information Resources

- Record and maintain accurate retail sales figures on a daily and weekly basis when required.
- 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/Retail Sales Manager

Freedom to Act

- The role is managed by a Sales Manager

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.

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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:

