

**Job Description**

**Job Title:** Retail Assistant (Shop or Home & Living Store)

**Spinal Point Range:** 4,5

**Hours:** 37.5

**Department**: Retail

**Location:** Cantilupe Road, Ross-On-Wye

**Reports to:** Retail Manager

**Job Purpose:** To undertake a range of retail activities to ensure efficient trading and to maximise income and profit.

**Responsibility Areas:**

**Retail Trading**

* Maximise sales opportunities in order that financial targets on income and expenditure are reached.
* Deliver and implement a high standard of customer service at all times.
* Merchandise sales areas to increase income potential depending on season.
* Accept and sort donated goods to ensure full income potential is achieved.
* Ensure that the relevant information is captured for the Retail Gift Aid scheme in order to maximise income potential.
* Price items in accordance with Retail Policy.
* Comply with all financial procedures with regard to daily cash handling.
* Accept and verify the delivery and stock-taking of all new bought-in goods.
* Ensure that all Hospice retail policies and procedures are followed.

**Communication**

* Liaise with retail staff on site including drivers and volunteers.
* Provide training to staff and volunteers with guidance.
* Ensure that hospice safeguarding procedures are followed.
* Recruit new volunteers from customer base.
* Communicate with general public regarding collections and deliveries in a sensitive manner especially following bereavement.
* Attend regular volunteer meetings.

**Legislative Compliance**

* Ensure compliance with all Hospice H&S policies and procedures.
* Ensure compliance with all relevant Trading Standards.
* Ensure that GDPR is adhered to in all areas.
* Participate in regular Fire and H&S checks.

**Recycling & Waste Management**

* Identify and sort recycling to provide maximum income from this source.
* Ensure safe waste management procedures are adhered to.

**Property Maintenance**

* Monitor and communicate any maintenance issues to Retail Manager.
* May be required to attend out of hours emergency call outs when necessary- if you are appointed third key holder.
* Ensure that all equipment is safe to use.
* Administer the rules of good housekeeping in all areas.

**Person Specification**

**1) Specialist Knowledge and Experience**

**Essential**

* Retail experience ideally charity sector
* Knowledge of Health &Safety, Manual Handling and Trading Standards
* Basic IT skills

**Desirable**

* Experience of working alongside volunteers
* Commercial awareness of valuable items

**2) Skills and Behaviours**

**Customer Focus:** Puts the customer first and is eager to please them. Works hard to meet customer needs.

**Relating to others:** Relates well to different types of people, listens and gets on with them. Quickly builds rapport and establishes relationships.

**Team working:** Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and create a sense of team spirit.

**Quality orientation:** Provides a quality service. Maintains high professional standards and gets work right first time.

**Organisation:** Able to organise own time efficiently.

**Reliability:** Follows direction from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.

**3) Special Conditions**

* Regular loading and unloading of vehicles and vans.
* Regular handling of soiled and broken materials, including potential contact with needles, requiring personal protective equipment e.g. toe protectors, uniform, gloves.
* Limited heating in holding bays, having to work in cold temperatures.
* Lunch breaks sometimes disrupted due to business demands.
* Contact with bereaved individuals.
* Occasional threatening behaviours.
* Possibility of lone working.

**Our values**

* Respect, dignity and the privacy of our patients and families always come first
* Compassion and respect towards each other
* People are at the heart of everything we do
* Transparency and candour
* Collaborative working and a common-sense approach

**Equal Opportunities Statement**

At St Michael’s Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael’s, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

January 2023