

## **Pilgrims Hospices – Job Description**

### **Job Title: Retail Stock Processor**

#### **About Pilgrims Hospices:**

Employing over 300 staff and supported by 1500 volunteers, Pilgrims Hospices in East Kent is one of the largest hospices in the UK with units in Canterbury, Margate and Ashford. Each unit provides in-patient facilities, day hospice care and a team of Community Nurses to provide advice and support to patients in their own homes. All our services benefit from a well-resourced multidisciplinary team including full-time counsellors and chaplains at each site, with support from a range of other dedicated therapy staff.

In addition, the hospice has a central services team comprising Human Resources, Education, Accounts, IT Retail, Fundraising and Lottery

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## **POSITION IN ORGANISATION**

**Reports to:** Retail Manager

### **Job Summary**

#### **Retail**

A key income generator for Pilgrims Hospices are our 30 shops and eBay selling operation, which are supported by our distribution centers and logistics personnel.

We are proud that our shops are staffed by volunteers and together they have a cumulative turnover of circa £3.5m.

The post holder will support the Retail Manager in processing stock of clothing, books, media, electrical, and bric-a-brac for a high volume store.

## **Key Areas/Main Duties and Responsibilities**

### **1. Retail Responsibilities**

To support the Retail Manager with ensuring sufficient stock is processed daily to maintain the required stock density in store as well as:

- Meeting agreed financial targets.
- Maintaining effective stock management and merchandising.
- Managing and training volunteers.
- Carrying out shop administration.
- Following health and safety policy & procedures and giving training when needed..
- Implementing and ensuring the growth of our Gift Aid scheme.

### **2. Stock Management**

- Receive, sort, prepare, price and maintain stock of donations for sale.

- Ensure the pricing policy for the shop is adhered to in accordance with the policies set by our by the Retail Management.
- Maintain a high standard of merchandising and display in store, including the windows. Stock may include: clothing, electrics, books, records, bric-a-brac, and furniture items.
- Ensure good housekeeping is adhered to, at all times, in accordance with our Health & Safety training and policy.
- Implement and maintain our "Gift Aid" Scheme in accordance with the policies and processes set out by Head Office.
- Work to our Retail policies and procedures.
- Provide a courteous and helpful service to the public.

### **3. Management of Volunteers**

- Assist with the recruiting, training and retention of our volunteers, in accordance with our Pilgrims Hospices behaviours
- Organise and support the work of volunteers.
- Work with mentor and motivate volunteers to develop their processing and merchandising skills.

### **4. Management of Finances**

- Follow Pilgrims Hospices policies for the control, reconciliation and banking of daily takings and monthly returns to the finance department, ensuring security of data.
- Identify opportunities within the community to raise the profile of the shop.

### **5. Management of Policies and Procedures**

- To be aware of and comply with all Pilgrims Hospices Health & Safety policies relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
- Ensure volunteers adhere to relevant Pilgrims Hospice policies and procedures.
- Ensure that all volunteers respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment.
- To be aware of and comply with Trading Standards Legislation.

### **6. Measures of Success**

- Achieving agreed measurable targets.
- Excellent customer service.
- Volunteer recruitment, training and retention.
- Regular ongoing performance review and appraisal.
- Gift Aid sign ups, agreed Gift Aid Sales percentage.

## **GENERAL RESPONSIBILITIES**

### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

### **Safeguarding –**

Pilgrims Hospices has a safeguarding policy for both adults and children and is committed to the protection of everyone. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of hospices policies in relation to safeguarding and must adhere to them at all times.

### **Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

### **Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

### **Confidentiality –**

All employees must respect and protect the confidentiality of matters relating to patients of other members of staff and must comply with the requirements of the General Data Protection Act 2018. Further details are available by accessing the hospices website directly.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

**Date written: February 2020**

## Specification

### Job Title: Retail Stock Processor

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

Area	Essential	Desirable	Assess-ment
<b>Values and Behaviours</b>			
<b>ESSENTIAL CRITERIA FOR ALL POSTS</b>			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve the organisation	✓		A/I
Demonstrable skill to work together to serve our community	✓		A/I
Values diversity and difference, operates with integrity and openness	✓		A/I
Treats others with compassion, empathy and respect	✓		A/I
Shares information openly and effectively with colleagues	✓		A/I
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	✓		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	✓		A/I
Actively develops themselves and others	✓		A/I
<b>Qualifications</b>			
Retail sales experience particularly in a Fashion retailer	✓		A/I
Numerate and commercially aware	✓		A/I
An awareness of high street retail fashion	✓		A/I
Worked with or Managed volunteers		✓	A/I
Charity shop experience		✓	A/I
<b>Qualifications</b>			
Educated to a reasonable standard	✓		A/I
<b>Skills and Capabilities</b>			
Creative flair with an eye for detail and able to present stock to a high standard	✓		A/I
Willingness to learn and seek advice	✓		A/I
Excellent communication and interpersonal skills, personable and able to relate to volunteers	✓		A/I
Health and Safety aware and use to ensuring a safe working environment	✓		A/I
<b>Personal Attributions</b>			

Maturity / self-awareness / sensitivity	✓		I
A flexible and positive attitude	✓		I
Ability to work independently with minimal supervision	✓		I
Excellent people skills	✓		I
<b>Personal Circumstances</b>			
Able to work Monday to Sunday in a regular shift pattern	✓		I
Able to work flexibly when required to meet service needs	✓		I

\*Assessment will take place with reference to the following information

A=Application form

I=Interview