



## PILGRIMS HOSPICES IN EAST KENT

### JOB DESCRIPTION

<b>Job Title:</b>	Retail Sales Assistant
<b>Department:</b>	Retail
<b>Responsible to:</b>	Retail Area Manager
<b>Accountable to:</b>	Area Manager and Head of Retail
<b>Location:</b>	<b>Tivoli Brooks Furniture Store.</b>

#### **General**

Employing over 400 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 counselors 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

#### **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 £4m.

#### **Purpose**

The post holder will primarily support the Retail Area Manager in the effective running of the furniture Store & help to deliver and develop our on line sales across a number of online selling platforms. Details for duties and responsibilities are as follows:

## 1. Job Dimensions

To support the Retail Manager with the day to day running of the Cliftonville store

- Meeting agreed financial targets.
- Ensuring highest standards of merchandising on the shop floor.
- Carrying out shop administration (EPOS Till, reconciliation, arranging deliveries, banking).
- Following health and safety policy & procedures and giving support when needed.
- Implementing and ensuring the growth of our Gift Aid scheme through both the store & online sales.
- Ensuring all listings are done to meet selling trends & seasonality .
- Identify key items & optimise income on the most profitable selling platform
- Successfully recruit & retain a volunteer team to support with the day to running of the Warehouse furniture store & on line sales.

## 2. Principal accountabilities and responsibilities

### Stock Management

- Receive, sort, prepare, price and maintain stock of donations for sale both in store & online.
- Ensure the pricing policy for the store is adhered to in accordance with the policies set out by the Retail Area Manager.
- Maintain a high standard of merchandising and display in store.
- 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.

### Support of Volunteers

- Assist with the 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.

### Shop 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..

## 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.

## 3. Measures of Success

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

#### 4. Communications & Relationships

##### **Internal**

Head of Retail  
Retail Area Managers  
Tivoli Administration Team  
Tivoli Warehouse Team  
Volunteers  
Drivers  
Fundraising Managers  
Volunteer Fundraising Groups  
Human Resources  
Finance  
I.T

##### **External**

Customers  
Donors  
General Public  
Trades & Services  
Local Government & Agencies

## 5. General Statements

### 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.

### 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.

### Code of Conduct

The post-holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team member by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospice reputation

### 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.

### Other

Post holders are expected to be familiar with and comply with the policies and procedures published by Pilgrims Hospices in East Kent. 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 Job Description is not exhaustive. 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.

## JOB DESCRIPTION AGREEMENT –

I have read this job description and understand their contents in relationship to my day-to-day duties.

Jobholder's name (Please print).....

Jobholder's signature:..... Date.....

**Person Specification  
Retail Manager**

<b>Essential</b>	<b>Desirable</b>	<b>Assessed By</b>
<b>Experience</b>		
Retail sales experience particularly in a Furniture retailer	An awareness of high street retail fashion	
Numerate and commercially aware	Worked with or Managed volunteers	
	Charity shop experience	
<b>Qualifications</b>		
Educated to reasonable standard		
<b>Skills, Knowledge &amp; Abilities</b>		
Creative flair with an eye for detail and able to present stock to a high standard		
Willingness to learn and seek advice		
Excellent communication and interpersonal skills, personable and able to relate to volunteers		
Health and Safety aware and used to ensuring a safe working environment		
<b>Personal attributes</b>		
A flexible and positive attitude		
Ability to work independently with minimal supervision		
Excellent people skills		
<b>Personal Circumstances</b>		
Able to work Monday to Sunday in a regular shift pattern		
Able to work flexibly from time to time		