



PILGRIMS HOSPICES IN EAST KENT

JOB DESCRIPTION

Job Title:	Retail Administration Assistant
Department:	Retail
Responsible to:	Warehouse & Logistics Manager
Accountable to:	Head of Retail
Location:	Tivoli Brooks (Retail Office)

General

Employing over 300 staff and supported by 1000 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

Pilgrims Hospices has commercial premises throughout East Kent. There are 30 shops with a mix of General shops, Vintage Shops, Furniture shops and Book shops as well as an eBay selling operation and warehouses.

The shops are supported by volunteers and have an annual turnover of over £4m.

1. Job Purpose

To provide support to our retail stores, retail volunteers, and Furniture line operators. Displaying a high level of customer service and knowledge of all functions, policies and procedures. To ensure that accurate records are maintained at all times. To also include administration duties to support the wider retail operations team and our stores. To be an ambassador for Pilgrims Hospices, supporting and endorsing the aims of the organisation.

Key Responsibilities

Sales & Profit

- Support the achievement of the overall budget for retail
- Demonstrate a standard of excellence at all times with regard to customer service, volunteer and supporter care
- Work with shops to ensure that they have the support that they require

Retail Gift Aid

- Supporting The Gift Aid Administrator as required

General Administration

- Liaising with the warehouse team and drivers.
- Maintaining incidents/accidents records.
- Helping out members of the retail office on projects when required.
- Updating Maintenance Spreadsheet as required

Staff & Volunteers

- Assist with the administration of the recruitment of Volunteers, maintaining records within the Donorflex database
- Ensure that Volunteer communications are available at all times in all shops.

Health & Safety

- Ensure that all Pilgrims Hospices Health & Safety policies and procedures are adhered to at all times

Policies and procedures

- To be aware of and comply with all Pilgrims Hospices in East Kent Health & Safety policies relating to the welfare and safety of volunteers and the operation of the shops and warehouses and all items sold.
- Adhere to relevant Pilgrims Hospice policies and procedures.
- Respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment

Other duties

- . Working with the Head of Retail on ad hoc tasks

2. 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 postholder 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
Area Support Manager**

Essential	Desirable
Administration and record keeping	
Worked as member of effective team.	
	Worked with or Managed volunteers
	Charity shop experience
Educated to good overall standard	
IT literate and good numeracy skills	
IT literate – knowledge of Microsoft Office including Word, Excel and Publisher	
Good administration and record keeping skills	
Able to interpret and implement procedural instructions from line management	
Able to prioritise workload	
Excellent communication and interpersonal skills, personable and able to relate to volunteers	
A flexible and positive attitude	
Able to maintain a high level of confidentiality	
Willingness to learn and seek advice	
Ability to work independently with minimal supervision	
Excellent people skills	
Able to work flexibly and additional hours from time to time.	
Able to work five days from seven.	