



## **PILGRIMS HOSPICES IN EAST KENT**

### **JOB DESCRIPTION**

<b>Job Title:</b>	Retail Stock Processor
<b>Department:</b>	Retail
<b>Responsible to:</b>	Retail Manager
<b>Accountable to:</b>	Area Manager
<b>Location:</b>	<b>Various</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 £5m.

#### **Purpose**

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. Details for duties and responsibilities are as follows:

## **1. Job Dimensions**

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

- 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. Principal accountabilities and responsibilities**

### **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 out 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.

### **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.

### **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.

### **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.

## **3. 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.

#### **4. Communications & Relationships**

##### **Internal**

Head of Retail  
Retail Area Managers  
Tivoli Administration 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>
Retail sales experience particularly in a Fashion retailer	Worked with or Managed volunteers
Numerate and commercially aware	Charity shop experience
An awareness of high street retail fashion	
<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 use 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	