

## **Pilgrims Hospices – Job Description**

### **Sales Assistant**

#### **Pilgrims Hospices Retail**

Pilgrims Hospices Retail operate Charity Shops across East Kent. Our shop generate a substantial revenue to support the work of the Hospices. Our goal is to turn generous gifts of time, donations and money into compassionate specialist care for those in need in our local communities.

Our shop teams are empowered to maximise the impact of their shops within their local communities and to make key decisions to drive income and make the most of all donations.

We encourage all Retail staff to take ownership of their business and recruit their own volunteer team and take part in local community events encouraging volunteering, driving donor support, and maximising every sales opportunity available.

#### **Benefits of working with Pilgrims Hospices Retail**

- Competitive Salary
- Generous Holiday Allowance
- Contributory Pension Scheme
- Two times salary Life Assurance scheme for Group Pension members
- Access to Blue Light Discount Cards
- Most of our shops are closed on Bank Holidays and the period between Christmas and New Year (forms part of holiday allowance)

#### **Main purpose and scope of the job**

The post holder is responsible for supporting the shop manager to ensure sufficient stock is available to maintain a full and comprehensive offering on the shop floor, Customer service, operation of our EPOS till system, merchandising and general duties throughout the day. The post holder may also be required, on occasion, to support other shops in the area as directed by their line Manager

#### **Position in Organisation**

Reports to: Shop Manager

Responsible to: Area Manager

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#### **Key Responsibilities**

To encourage donations, volunteer contribution, and customer purchases from the local community.

To maximise a shop's financial contribution to support the work of Pilgrims Hospices.

To represent Pilgrim Hospices in the local community.

To support the Manager in creating a commercial shop environment ensuring it is safe, clean, supportive, and inclusive.

To adhere to required working practices and policies.

To ensure legal and regulatory compliance in all areas of operational activity and responsibility.

## **Job Dimensions**

### **Maximising income & profitability**

Strive to beat your targets for income, expenditure, and profit contribution.  
Take a commercial approach to generating income within your shop.  
Take every step to maximise available opportunities to grow donated sales and Gift Aid.  
Create an inviting shop experience that makes Pilgrims Retail stand out from our competitors.  
Support local decisions about the quality of stock and levels of pricing, making reference to store proposition and local pricing guides.  
Follow Pilgrims merchandising guidance.  
Ensure that you are up to date with the activity of the shop and are therefore able to fully support your shop's targets.  
Analyse every donation to maximise its potential return.

### **Supporting People**

Support the team of volunteers.  
Help the shop manager to realise the potential of every individual within your shop by understanding their skills and experiences and utilising them to reach their full potential.  
Set a high standard for customer service and help the team to achieve this.  
Develop a good working relationship, providing a high level of support for the whole team whether paid or volunteers

### **Community Impact**

Support the Manager with developing relationships with the local community by being proactive in assessing opportunities within the community for the shop to get involved in.  
Assist in the planning and developing of internal and external events to grow the profile of the shop within the local community.  
Be available to work in other shops on occasion to cover sickness and absence if required

### **Working practices and policies**

Adhere to systems and processes ensuring compliance with Pilgrims Hospices policies and procedures including financial management, complaints, safeguarding, wellbeing, and Health & Safety.  
Attend and contribute at training courses and meetings as required.

### **Duties in common with other members of staff**

To report accidents and incidents without delay according to policy.  
To ensure cost-effective use of resources.  
To be an ambassador for the charity.  
To maintain the best appearance of your immediate working area.  
To demonstrate a positive and supportive attitude to staff and volunteers.  
Respect confidentiality applying to all Hospice areas.  
To promote the safeguarding and welfare of children, young people, and vulnerable adults

### **Training and Education**

To ensure all mandatory training is completed in a timely manner and updated as required  
To develop training of self, staff, and volunteers.  
To be responsible for liaison with your line manager regarding your own development needs.

### **Health and Safety**

To adhere to Fire, and Health & Safety regulations and always maintain a safe working environment.

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.

### **Policies and Procedures**

To take responsibility for being up to date with current policies and procedures and to adhere to these.

### **Equal Opportunities**

To treat everyone with whom you have contact through your work with equal dignity and respect regardless of race, colour, gender, sexual orientation, marital status, creed, religion, disability, age, or any other factor that could be used in a discriminatory manner

### **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.

#### **Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

#### **Code of Conduct –**

The post holder is required to observe the following principles:

- 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 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 hospices 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.

*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.*

**Issued: April 2025**

## PILGRIMS HOSPICES – Person Specification

### Sales Assistant

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.

| Essential  | Desirable   |
|--|---|
| <b>Experience</b>  |   |
| Retail experience  | Worked with 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>   |   |
| Willingness to learn and seek advice   | Excellent communication and interpersonal skills, personable and able to relate to volunteers |
| Creative flair with an eye for detail and able to present stock to a high standard | Health and Safety aware and used to ensuring a safe working environment                       |
| <b>Personal attributes</b>   |   |
| Ability to work independently with minimal supervision                             | A flexible and positive attitude  |
| <b>Personal Circumstances</b>  |   |
| Able to work any days from seven   | Able to work flexibly from time to time   |

### Physical, Mental and Emotional Effort

#### Physical

- Some manual handling - lifting, carrying and sorting.
- Use of steamer to steam clothes, requiring repetitive hand and arm actions

#### Mental

- Good levels of concentration are required for all tasks especially cash register operation.

#### Emotional

- The role requires a daily need to give emotional support to volunteers, particularly vulnerable volunteers
- Regularly dealing with families associated with Pilgrims Hospices
- Occasionally dealing with difficult/challenging customers

#### Working Conditions

- Exposed to unknown hazards on a daily basis when receiving bags of donated Stock – low risk