

## **PILGRIMS HOSPICES – JOB DESCRIPTION**

Retail Assistant

### **MAIN PURPOSE AND SCOPE OF THE JOB:**

The post holder will support the Retail Manager in processing stock of clothing, books, effective running of the furniture Store & help to deliver and develop our on line sales across a number of online selling platforms.

### **POSITION IN ORGANISATION**

**Responsible to:** Retail Manager

**Accountable to:** Area Manager

### **DUTIES AND KEY RESPONSIBILITIES**

#### **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
- 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.
- 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

## **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.

### **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.

### **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:

- 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 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:**

## PILGRIMS HOSPICES – PERSON SPECIFICATION

### Retail 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.

	CRITERIA	E - Essential or D - Desirable
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Retail sales experience particularly in a fashion retailer</li> <li>Numerate and commercially aware</li> <li>An awareness of high street retail fashion</li> <li>Worked with or Managed volunteers</li> </ul>	E E E D
<b>SKILLS, KNOWLEDGE AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Creative flair with an eye for detail and able to present stock to a high standard</li> <li>Willingness to learn and seek advice</li> <li>Excellent communication and interpersonal skills, personable and able to relate to volunteers</li> <li>Health and Safety aware and use to ensuring a safe working environment</li> <li>Charity shop experience</li> <li>An awareness of high street retail fashion</li> </ul>	E  E  E D D
<b>QUALIFICATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>Educated to reasonable standard</li> </ul>	E
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>Able to work Monday to Sunday in a regular shift pattern</li> <li>Able to work flexibly from time to time</li> </ul>	E E

**Date Written:**