# **Sobell House Hospice Charity Ltd**

**Retail Assistant**

**Job Description and person specification:**

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| **Job title:** | Retail Assistant  |
| **Department:**  | Retail |
| **Responsible to:** | Warehouse Manager |
| **Responsible for:**  | Volunteers |
| **Wage:**  | £10.50/ hour |
| **Hours of Work:** | 37.5 hours (5 days) per week. To ensure flexibility within the rota we require a total of 7 days availability for this role.  |
| **Holiday entitlement:** | 36 including 8 Bank Holidays pro rata |
| **Pension:** | 7% employer pension contribution |
| **Sick pay:** | 6 weeks in any rolling 12 months after probation completed  |
| **Additional Benefits:** | Employee Assistance Programme, Death in Service, Cycle to Work |
| **Maternity/paternity pay:** | Statutory entitlement |
| **Type of Contract:** | Permanent  |
| **Place of Work:**  | Bicester Warehouse  |
| **Probation period:** | Six months |

**Main Purpose:** To support the Warehouse Management team with the day-to-day operations and running of the warehouse to maximise income opportunities in line with the Hospice strategic vision and values.

**Tasks and Responsibilities:** To help maximise sales targets by supporting shop management with effective customer service, stock control and compliance duties.

NB: Due to the nature of stock involved some heavy lifting may be required as part of this role. Training and equipment will be provided.

**Customer service, business development and charity representation:**

* Deliver the highest standard of courtesy and service to customers and donors
* Accept donations from supporters and prepare donated goods ready for sale inline with hospice guildelines– including sorting, pricing and steaming
* Support with effective stock merchandising and visual presentation on the shop floor
* Accurately promote and administer HMRC Gift Aid scheme in store
* Complete product testing as necessary and inline with safety standards
* Serve customers on the EPOS till and ensure accurate cash handling in line with Hospice Policy. This includes reconciling and banking daily takings as required
* Support the Warehouse Manager with community engagement initiatives to generate stock and grow active customer base
* Attend relevant training as identified by the Line Manager
* Promote the work and charitable objectives of Sobell House Hospice Chairty Limited
* Propose actions to the Warehouse Management team for improvements

**Health and Safety:**

* Support Warehouse Manager to ensure Health and Safety policies and procedures are adhered to at all times by staff and volunteers
* Ensure the shop premises, shop floor and back areas are kept clean and tidy at all times
* Ensure safe use of equipment, reporting any necessary repairs and maintainance to management

**Teamwork and Volunteers**

* Work effectively within a team of warehouse staff and shop volunteers; the need to work independently at times will also be required
* Support the team with mentoring and onboarding for new starters

**Other duties**

* Embody the values of Sobell House Hospice Charity, comply with all policies and procedures and carry out any other duties deemed appropriate by the Director of Retail
* Undertake occasional key holder duties including opening / closing store as required

**Review of Job Description**

*This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post.*

*This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).*

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| **PERSON SPECIFICATION**  | **Essential (E) or Desirable (D)**  | **How assessed?****Application (A)****Documentation (D)****Interview (I)** |
| **Education** |
| GCSE English and Mathematics (or equivalent) | D | A, D |
| **Relevant Knowledge** |
| Understanding of Health and Safety in the work place | D | A, I |
| Knowledge of Sobell House Hospice and its charitable objectives | D | A,I |
| **Relevant Skills/Abilities** |  |  |
| Excellent customer service skills; approachable and polite manner | E | A, I |
| Organised, self-motivated and enthusiastic | E | A, I |
| Ability to work independently and as part of a team | E | A, I |
| Ability to be flexible and adaptable within a retail environment | E | A, I |
| **Experience**  |
| Experience of being in a retail or warehouse environment | D | A,I |
| Experience of working with volunteers | D | A,I |
| Experience of working in a key holding or supervisory role | D | A,I |
| **Other** |
| Interest in supporting the work of Sobell House Hospice Charity, our mission, vision and values | E | A, I |
| Commitment to promoting and supporting equality | E | I |
| Right to work in the UK | E | A, D (at I) |