

Job Description

Job Title	Retail Shop Support		
Responsible to	Retail Operations Manager		
Responsible for	NA		
Salary	£26,228	Pro rata	£10,491.20
Hours	15 hours per week (including weekends)		
Location	East Lancashire Hospice Shops - Blackburn		

Role Outline

To provide support and assistance to the East Lancashire Hospice retail portfolio. To work with existing shop managers and teams of volunteers to ensure that income and Gift Aid targets are achieved. To maintain a professional level of customer service and support the values of the Hospice.

Key Responsibilities

- To supervise the day to day running of any of the East Lancashire Hospice shops in the absence of a shop manager. This will include opening and closing the shops and ensuring the premises are secure.
- Follow the communications left by the shop managers to ensure required daily tasks are completed.
- Ensure the shops and sorting areas are kept clean, tidy and well maintained.
- Sorting, steaming, pricing and displaying both donated and new goods.
- Work with staff and volunteers to ensure the shop runs efficiently. Delegate responsibility to ensure the full potential of skill, empowerment and motivation of the teams.
- Ensure processes for all financial procedures, including till reconciliation, banking and Gift Aid are followed within the designated retail location.
- Follow the processes for dealing with recycling and maximising income from recycling within the designated retail location.
- Identify and minimise risk and report any issues via the Hospice reporting system.
- Discuss with the Head of Retail any opportunities to increase income from our retail operation.

Sales and Profit

- Monitor and actively work towards achieving overall retail targets in income and expenditure.
- Responsibility for cash control within the shops including floats, banking and maintaining weekly income summary records.
- Work with the rest of the retail team to maximise income in new and innovative ways through a variety of channels.
- Encourage Gift Aid donations and ensure income from Gift Aid on donated products is maximised.
- Maximise income from donated items including recycling unsellable items.
- Ensure data is inputted into the EPOS system to provide accurate and timely reports and act on the information these provide. Monitor and be accountable for sales and category performance.

Managing Volunteers

- Following the Hospice policies and procedures, work together and encourage existing teams of volunteers to maximise the shops income and profitability and guarantee the smooth running of the shops.
- Encourage volunteers to complete and update mandatory training. Provide ongoing support to volunteers.
- Manage change and conduct in a positive manner.
- Ensure excellent communication with customers, donors, colleagues and volunteers.
- Ensure the Hospice brand and values are always reflected.

Professional Responsibilities

- Maintain appropriate and respectful professional relationships with colleagues and other staff.
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance.
- Ensure that personal actions and conduct apply with Hospice policies and procedures.
- Ensure effective use of Hospice resources.
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the Hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death.

Personal Development

- Attend and contribute to Retail and Hospice meetings when required.
- Complete mandatory training appropriate to the role.
- Participate in the Hospice appraisal system and access training opportunities to improve own knowledge and skills.

- Participate in the education and training of others as appropriate to the role.

Managing Services

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures.
- Ensure effective use of all resources within allocated budget.
- Be prepared to cover any retail outlet as required within the East Lancashire Hospice Shops Retail Service.

Statutory Duties

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance.
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures.
- Comply with the East Lancashire Hospice 'no smoking' policy in all Hospice premises and grounds.
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable).
- Ensure that infection control measures are followed in relation to your role.
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance.
- Work at all times to respect people's individuality, rights and diversity to ensure equality.

Working Hours

The post holder will work 15 hours flexible. These will be worked according to a rota of any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the Hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender

reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. East Lancashire Hospice is committed to equality of opportunity for all staff and volunteers.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED: DATE:

Person Specification

	Criteria	Essential	Desirable	Tested By
Experience	Working in a retail environment	✓		Application
	Working in a charity retail environment		✓	Application/Interview
	Working with volunteers		✓	Application/Interview
	Prioritising own workload and working with minimum supervision	✓		Application/Interview
	Working to timescales and deadlines	✓		Application/Interview
	Experience with EPOS system		✓	Application/Interview
Qualifications	A good general level of education		✓	Application
Knowledge	Knowledge of East Lancashire Hospice and the services it provides		✓	Interview
	Knowledge of the local area		✓	Application/Interview
	Awareness of collectables and antiques		✓	Application
Skills	Excellent communication skills (written and oral)	✓		Interview
	IT literate	✓		Application
	Excellent organisational skills	✓		Interview
	Open and adaptable to change	✓		Interview
	Excellent Customer Service Skills	✓		Application/Interview
	Ability to organise and plan own workload	✓		Interview
Personal Attributes	Demonstrate an openness and willingness to learn	✓		Interview
	Have a friendly and approachable manner	✓		Interview
	High level of motivation	✓		Interview
	Driver's license and car owner		✓	Application
	Consistent and reliable attendance	✓		Interview
	Mobile – able to move, bend and handle	✓		Application/Interview

