JOB DESCRIPTION

Job Title	Retail Assistant (Queen Street)	**Salary**	£16,213.13 per annum pro rata
Hours	16 hours per week	**Working hours**	Between 8.45am – 5.15pm, over 2 days per week including alternate Saturdays. Occasional Sundays and Bank holiday working may be required.
Responsible to	Shop Manager	**Department**	Retail
Location	North Devon Hospice Shop, Queen Street, Barnstaple, Devon, EX32 8HJ		

Job Purpose

To provide excellent customer care to all our supporters and to deputise for the Manager in their absence. You will contribute to the smooth running of the shop, ensuring sales are maximised at all times. Acting as an Ambassador for North Devon Hospice at all times, you will be able to always promote a happy working environment. This is a physical role which will require moving lots of stock on a daily basis.

Main Responsibilities

- Deliver excellent customer service to all stakeholders at all times.
- Ensure the volunteers are well trained and their skills and abilities used effectively at all times. .
- Ensure all sales are maximised at all times in lines with NDH merchandising policy.
- Ensure the shop premises are well presented in accordance with hospice guidelines.
- Achieve high standards of housekeeping, organisation and cleanliness throughout the shop.
- Perform continuous sorting, steaming and distribution of stock within the shop including culling and ragging arrangements.
- Ensure correct stock density throughout the shop and work with the agreed stock rotation programme at all times.
- Hang, steam, price and cube all clothing as appropriate.
- Adhere to the pricing policy and display all saleable items in accordance with hospice guidelines.
- Actively support all NDH promotions including lottery and fundraising initiatives.
- Actively encourage all donations – Service with a Smile.
- Actively promote NDH Gift Aid Scheme and process donations and sales in line with NDH policy and procedure.
- To liaise regularly on a weekly basis with the Shop Manager and report any problems to the Shop Manager or Retail Operations Manager.

  Ensure that good practice is observed at all times in the banking and cashing up of all takings.
- Notify a senior member of staff in the event of suspected theft or dishonesty by any member of staff.
- To ensure any complaints received during working hours are dealt with in the appropriate manner.
- Ensure that no unauthorised person is allowed to inspect the shop or to examine sales or any records.
- To ensure the security and safety of the premises at all times, including key holder responsibilities.
- To ensure Health & Safety best practice is implemented and COSHH procedures followed
- To provide holiday cover for the manager and any extra hours as may be required.

Additional Information

- To attend all statutory training in accordance with Hospice requirements
- To participate in an annual development and review process

- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors, volunteers, customers and staff and to take responsibility for reporting risks and managing risks as appropriate.
- All staff are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures, and guidance relevant to their area of work.

This job description may be reviewed in consultation with the post holder and in light of any changing service requirements. The job description is not exhaustive; other duties commensurate with the post may be required from time to time.

May 2019