JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Retail Administrator</th>
<th>Salary</th>
<th>Band 3</th>
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<tbody>
<tr>
<td>Hours</td>
<td>22.5 hours per week</td>
<td>Working hours</td>
<td>8.30am – 4.30pm, over three days per week, including an unpaid half-hour lunch break. Bank holiday and weekend working may be required. Additional hours will be required to cover holidays and sickness.</td>
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<tr>
<td>Responsible to</td>
<td>Head of Retail</td>
<td>Department</td>
<td>Retail</td>
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<tr>
<td>Location</td>
<td>Retail Head Office, Two Rivers Industrial Estate, Braunton Road, Barnstaple, Devon, EX31 1JY</td>
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Job Purpose
To provide positive and proactive front of house and administration support for the Retail team. You will be a team player always looking to help both staff and volunteers. As a self-starter and able to work on your own initiative you will be able to prioritise the competing tasks on daily basis. Supervising our head office volunteers, you will also lead on all students who would like to have work experience with our team. Retail at North Devon Hospice is innovative and progressive, you will be able to use your Microsoft knowledge to interpret and generate reports. You will be responsive to requests for further information and your confidence with IT will assist us further as we develop.

North Devon Hospice has twelve retail outlets located across the region raising funds to support essential services provided by the Hospice. Acting as an Ambassador at all times, you will always promote a happy working environment. This is a physical role which requires the movement of large volumes of stock at pivotal points in the year.

Main Responsibilities
- To administer all front of house enquiries, ensuring all responses are made appropriately.
- The full administration of all bought in goods. Managing the EPOS stock control system including goods inward, product updates, distribution and management of stock levels.
- The co-ordination and administration of the quarterly stock takes.
- To liaise with external supporters regarding the sale of the hospice calendar and organise deliveries, collection of monies and financial processing.
- The administration of the mail order of Christmas cards and calendars including dispatch and financial processing.
- To generate letters of appreciation to volunteers, donors and supporters.
- To administer all filing, photocopying and archiving as required.
- To provide administrative support for all aspects of the recycling process including collation of statistics and reclaiming of credits.
- To provide administrative support for the whole retail team.
- To collate and bank money as required, including processing through the EPOS system.
- To organise house collections, bag drops and shop deliveries and liaise with the shop’s drivers accordingly.
- To produce, interpret and distribute reports for the whole of retail.
- To collate and input KPI data on a weekly basis for all outlets and update central data.
- To attend all retail staff meetings and produce agenda/minutes.
- To respond to requests for retail forms, stationery and POS materials across the retail outlets.
- To ensure that all retail Gift Aid forms are checked, scanned and linked to the data base.
- To attend Hospice events as required.
- To supervise the Head Office Volunteers and lead on Work experience support and supervision.
- To lead on streamlining the Head office function ensuring work produced is not replicated.
- To support all team members ensuring the end outcome is positive and productive.
Additional Information

- To complete all statutory training in accordance with Hospice requirements
- To participate in quarterly development and review process
- To adhere to all organisational policies and procedures
- To 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.
- To be 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.
- To demonstrate the following core competencies at all times:
  - Act as ambassadors for the Hospice
  - Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity
  - Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice
  - Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice
  - Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others
  - Show deep motivation to make a real difference to our patients and their families
  - Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles
  - Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
  - Contribute to the performance and objectives of the team / service, in a positive way
  - Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised

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.

Date: January 2020