

## JOB DESCRIPTION

<b>Job Title</b>	Location Support Retail Assistant	<b>Salary</b>	£17,776 pa
<b>Hours</b>	37.5 hours per week	<b>Working hours</b>	8.15am-5.00pm to be worked flexibly across 5 days per week, Monday to Sunday. Additional hours may be required as necessary. Daily unpaid half hour lunch break.
<b>Responsible to</b>	Retail Operations Manager	<b>Department</b>	Retail
<b>Location</b>	Working across all of our retail locations in North Devon.		

### The Retail Team

We are all about **high quality, pre-loved and sustainable** retail.

**Together** we raise money to support our nurses to deliver care and support to the community of North Devon who are impacted by a life limiting illness.

#### Our team:-



#### Location Support Retail Assistant aims:-

To deliver excellent customer service across all retail locations by providing a support service to the cover absence of any of our team members

#### About the role:-

1. Greet all customers and supporters in a warm, genuine and friendly manner, making them feel welcome, encouraging customer and supporter loyalty and providing an unforgettable customer experience
2. Support all location operational tasks including: location opening/close, stock preparation, rotation, ordering and stock takes. Operation of the till system and handling financial transactions, including banking.
3. Support our warehouse and logistics teams by providing an efficient processing, ordering and delivery service to our trading teams.
4. Follow North Devon Hospice guidelines to merchandise the store and maintain high shop floor standards; taking pride in the store's appearance and keeping stock clean and presentable at all times
5. Pro-actively discuss the North Devon Hospice Gift Aid Scheme with all donors, customers and volunteers and process donations and sales in line with Gift Aid and GDPR policies and procedures
6. Maximise the income we generate to support our care services.
7. Act on behalf of the location manager, carrying out duties as required
8. Work flexibly, providing cover and support to any trading location including: temporary trading activities,

shops, furniture shops, warehouse, logistics and ecommerce.

9. Ensure stock, rag, recycling and waste is processed following our procedures, in a timely manner ensuring our Key performance indicators.
10. Work alongside our volunteers ensuring that they feel supported, valued and part of the hospice team
11. Confidently promote North Devon Hospice, including promoting the Lottery, fundraising initiatives and encouraging donations through good relationships with supporters.
12. Ensure all financial cash handling and security procedures are adhered to.
13. As part of this role, lone working is to be expected.
14. Work closely with the Retail Operations Manager to ensure as many locations remain open as possible in the event of adverse weather or any other disruption.
15. Ensure all health, safety and safe operating procedures are adhered to by yourself and the team at all times.

#### **About you:-**

1. Passionate about North Devon Hospice
2. Passionate about people and customer experiences
3. A good general education, IT literate and numerate
4. Able to engage with digital technology, use a computer, Ipad and are competent with Word, Excel and Email.
5. Accurate, thorough and well organised, with excellent attention to detail
6. Motivated, driven and a team player
7. Able to effectively multitask
8. Confident, genuine and can be yourself
9. A great communicator who is friendly, calm, kind and efficient – even on your busiest days
10. Able to bring fresh ideas to the retail team and open to change
11. Take pride in your work and approach all tasks with energy, pace and dedication
12. Flexible, supportive and always ready to go the extra mile for your team and our customers
13. Able to work with quick changing priorities and able to travel across North Devon daily with your own transport.
14. This is a physical role and it requires moving large volumes of stock on a daily basis.
15. You will be expected to wear a uniform (supplied) for this role.
16. You will be required to undergo a Disclosure and Barring Service check.
17. Experience of leading or working alongside volunteers is desirable for this role.
18. Experience of working in retail is desirable.

*To complement your previous experience, you will receive on the job training, support and a full induction across the first six months. This comprehensive induction will ensure your knowledge and understanding of the role, give you the skills to build your career within charity retail and will give you an opportunity to meet everyone at the Hospice, so you really feel part of our team.*

#### **Your competency framework:-**

##### **Core Competencies**

- Act as an ambassador 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.

##### **Strategic Thinking and Setting Direction**

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public

- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that help them to do things better, more efficiently and improve services

#### ***Sharing the Vision and Delivering the Service***

- Support others to provide good patient care and high quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do their job more effectively

#### ***Leading People***

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

#### **Additional Information**

- To complete statutory training in accordance with Hospice requirements.
- To participate in personal development and review processes.
- 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 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.**

November 2021