

Retail Administrator



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Retail Department Vision

We are all about high quality, pre-loved and sustainable retail. Our aim is to maximise income from all our retail activities to raise funds for North Devon Hospice by spotting trends and being creative, innovative and agile in our approach to how we work.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others

Retail Administrator



- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

To succeed in this role you will have:

- A good standard of education
- An NVQ Level 3 in Business Administration or equivalent experience
- Effective interpersonal skills
- Excellent administrative skills
- Excellent keyboard skills and accuracy
- The ability to work alone or as part of a team
- Excellent organisational skills and ability to prioritise own workload
- The ability to make sound decisions using own initiative
- Good verbal / written communication skills
- Excellent time management skills
- Working knowledge of data input
- Excellent attention to detail and accuracy
- Experience as an Administrator or Receptionist
- Experience of working in a customer care environment
- Experience of working in a multi-task environment
- Proven experience of managing own workload and meeting deadlines whilst working under pressure
- Experience of maintaining databases, manipulating data and producing reports
- Experience of note or minute taking
- Experience of using Microsoft Office Products
- Willingness to work flexibly within a team
- Willingness to be adaptable to meet the changing needs of the organisation

In this role you will be responsible for:

- Providing a comprehensive, proactive and confidential administrative support service to the Head of Retail
- Providing support to the Retail Operations Manager, E-commerce Team Leader and Retail Office promptly and effectively
- Providing a proactive Reception service to our supporters
- Taking notes in meetings as requested and circulate
- Ensuring all action points from meetings are followed up
- Letter / email proofing, printing and sending
- Support projects undertaken by the Head of Retail by providing administration support
- Supporting the Retail Operations Manager and E-commerce Team Leader with administrative support

Management of Retail Reception service:

- Providing a warm welcome to the retail site for our supporters and visitors
- Answering promptly the telephone, emails and face to face contacts
- Redirecting enquiries, where and if appropriate
- Recording accurately details of messages and ensure messages are passed on in a timely manner

Retail support:

- Undertaking the administration of bought in goods through the EPOS system, including goods inward, purchase orders, product updates, distribution and management of stock levels

Retail Administrator



- Supporting retail rostering and coordinating location support cover and other arrangements for covering absence
- Coordinate retail volunteer recruitment, including processing applications, arranging interviews, ensuring completion of the onboarding process, and liaising with shop managers to facilitate smooth integration.
- Co-ordinating the development, ordering and processing of our new goods, liaising with suppliers to ensure timely dispatch and distribution
- Liaising with external agencies regarding the sale of the hospice calendar and Christmas cards, ensuring timely collections, deliveries, financial processing and distribution of the products
- Assisting with the quarterly stock takes across the retail division
- Recording and reporting on the recycling process, including collation of statistics and reclaiming of credits on a monthly basis
- Processing transactions through the EPOS system, bank money as required following the cash handling process
- Ensuring Petty Cash is processed monthly
- Collating and inputting KPI data on a weekly /monthly basis for all outlets and updating central data
- Administering all Retail health and safety processes, including arranging the servicing of PAT testing equipment, steamers and the testing of the fire alarm system
- Supporting the Retail team by collating and distributing orders accordingly
- Housekeeping of the Gift Aid system, running month and year end letters and emails. Ensuring that all queries are dealt with in a timely manner
- The use of Hospice social media streams to promote retail activities, sales and volunteer recruitment
- Attending hospice events as required
- Being a key holder able to open and close the site if required

General Administration:

- Ensuring the Retail office and meeting space always presents well to our supporters and visitors
- Ensuring all filing, photocopying and archiving / destruction is completed as required
- Co-ordinating diaries and arranging meetings
- General administrative support including typing of correspondence, letters, printing documents, email management etc.
- Ensuring correct purchase order process and procedure is followed for all expenditure, including for new shops and Retail fit outs
- Ensuring all retail processes are compliant with GDPR

Your competency framework – you will:

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 you 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 your job more effectively

Retail Administrator



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

In addition we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- 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 and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you 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

September 2023