

Retail Assistant

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 and exploiting 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
- 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

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To succeed in this role, you will have:

- A passion for North Devon Hospice
- A passion for people and customer experiences
- A good general education, and be IT literate and numerate
- The ability to engage with digital technology, use a computer, iPad and be competent with Word, Excel, and email
- Great attention to detail and be accurate, thorough and well organised
- The ability to effectively multitask
- A confident and genuine manner
- Great communication skills and be friendly, calm, kind and efficient – even on your busiest days
- The ability to bring fresh ideas to the Retail team and be open to change
- Pride in your work and approach all tasks with energy, pace and dedication
- A flexible, supportive attitude and always be ready to go the extra mile for your team and our customers
- The ability to work with quick changing priorities
- The ability to travel across North Devon daily without the reliance on public transport
- The ability to lift heavy loads, bend, and stretch frequently
- The ability to work independently, using your initiative to make decisions
- Experience of leading or working alongside volunteers
- Experience of working in a retail or customer service setting
- The flexibility to work across all days of the week, in accordance with Retail rosters

In this role you will be responsible for:

- Always delivering excellent customer service
- Working with the shop manager ensuring the volunteers are appropriately trained and their skills and abilities always used effectively
- Ensuring all sales are maximised at all times in line with North Devon Hospice merchandising policy
- Ensuring the shop premises are presented to a high standard, including housekeeping, organisation, and cleanliness, in accordance with hospice guidelines
- Performing continuous sorting, steaming and distribution of stock within the shop including culling and ragging arrangements
- Acting on behalf of the shop manager, carrying out duties as required
- Ensuring correct stock density throughout the shop and work with the agreed stock rotation programme at all times
- Hanging, pricing and size cubing all clothing as appropriate
- Adhering to the pricing policy and displaying all saleable items in accordance with hospice guidelines
- Actively supporting all North Devon Hospice promotions including lottery and fundraising initiatives
- Actively encouraging all donations – Service with a Smile
- Actively discussing the North Devon Hospice Gift Aid Scheme and processing donations and sales in line with hospice policy and procedure
- Liaising on a weekly basis with the Shop Manager
- Reporting problems or complaints to the Shop Manager or Retail Operations Manager
- Ensuring good practices and procedures are observed at all times with all cash handling
- Notifying a senior member of staff in the event of suspected theft or dishonesty
- Ensuring that no unauthorised person is allowed to access sales or any records
- Ensuring the security and safety of the premises at all times, including key holder responsibilities
- Providing additional cover as required, flexibility is key in this role. You may be required to work in our warehouse sorting and preparing stock for sale or to work in our other retail locations, sometimes at short notice
- Working safely on your own in accordance with the lone working policy

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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

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 to help safeguard the welfare of patients, visitors, and staff and to take responsibility for reporting risks and managing risks as appropriate
- Always follow good infection control practice 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 considering any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

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