

THE #FULL SPEC

THE REAL NUTS AND BOLTS...

Key Responsibilities & Tasks: Departmental and Role Specific

- Support the Retail Store Manager to actively drive sales to maximise shop profitability and achieve annual budget
- Support the Retail Store Manager to deliver excellence in customer service at all times and actively respond and listen to customers and volunteers to demonstrate time and care
- Champion sustainability wherever possible across the shop operation
- Deliver and maintain a high standard of presentation of merchandise
- Maintain the integrity of the Amersham Owned brand
- Support the Retail Store Manager to proactively enhance customer experience through the implementation of regular shop events and promotions at key trading periods
- Proactive use of social media to promote the shop and engage with the local community
- Support the Retail Store Manager to operate agreed stock rotation system
- Follow agreed till, cashing up and banking procedures
- Provide support to plan and implement annual stock take
- Provide emergency cover for the shop as required
- Support the Retail Store Manager and Hospice Fundraising and Communications teams to promote key events in the shop and the organisation as a whole
- Act as an ambassador for The Hospice and proactively build links within the local community.

IT'S ALL ABOUT YOU! (WELL THIS BIT IS)

We appreciate you might not tick every box...



Qualifications, Skills, Experience and Knowledge - A passion for retail and a 'people person'

- Good general standard of education
- Managerial experience within fast moving retail environment
- Demonstrable experience of being in sole charge of a retail operation
- Passion for retail with a strong design aesthetic
- Demonstrable ability to work as part of a team
- Excellent communication and interpersonal skills – good listener, empathetic and patient
- Confident social media skills to proactively drive footfall and raise awareness
- Team player – support the Retail Store Manager whilst able to use initiative to deliver highest standards
- Strong operational and organisational skills
- Ability to work under pressure in a busy and fast moving environment
- Solution focused – able to work independently and flexibly where required
- Ability to interact positively with all non clinical and clinical staff
- Ability to work at pace in a physically demanding environment
- Physical strength to manage the heavy lifting and handling demanded of the role
- Good numeracy, confident working with figures and reports
- Confident IT skills
- Driver with own transport

VALUES, COMMUNICATION & WORKING ENVIRONMENT

- Respect and follow [the Hospice's values](#) and policies.
- Your internal & external contacts will include all employees, volunteers, trustees and patrons, plus members of the general public and external organisations/suppliers.
- The post-holder may come into contact with emotional circumstances, through speaking to staff, volunteers and patients and or information. The post holder will frequently be required to change from one activity to another to meet the changing needs of the service
- You will be expected to comply with Health and Safety, Fire and Infection Control regulations and Hospice policies. You will need to complete all mandatory training.
- Safeguarding: Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis

This list of tasks and responsibilities is not exhaustive and the job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This description and specification can be amended by agreement with the Post Holder and Manager