



## THE REAL NUTS AND BOLTS...

### Key Responsibilities & Tasks: Departmental and Role Specific

- Support manager to actively drive sales to maximise shop profitability and achieve annual budget
- Support manager to drive Gift Aid on donations to maximise income and achieve shop targets
- Assist manager to support volunteers
- 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
- Support manager to maintain a high standard of presentation of merchandise
- Support manager to oversee all operational matters relating to successful running of shop
- Support manager to manage and operate agreed stock rotation system
- Support manager to initiate and implement programme of promotional activity and events
- Follow agreed till, cashing up and banking procedures
- Support manager in proactive use of social media to promote the shop and engage with the local community
- Support manager with training of prospective and existing volunteers
- Show real appreciation to donors for all donated items at all times
- Support the Hospice Fundraising and Communications teams to promote key events in the shop and the organisation as a whole
- Support manager in recruitment and induction of new employees and volunteers
- 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
- Have previous charity retail experience
- Strong communication and interpersonal skills – empathetic and patient
- Strong operational and organisational skills
- Good numeracy - confident working with figures and reports
- Confident IT user
- Ability to work under pressure and multi task in a busy and fast moving environment
- Physical strength and pace to cope with regular manual lifting and handling
- Flexibility
- 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