

St Teresa's Hospice

JOB DESCRIPTION

1. JOB DETAILS

Job title: Sales Assistant

Grade: Hospice Band 1

Reports & is responsible to: Shop Manager and Shops Team Leader

Location: St Teresa's Hospice Shops

2. JOB PURPOSE:

To be part of a team at the Darlington & District Hospice Movement's Charity Shops in order to generate maximum income towards the running costs of the organisation, and to ensure that the shops are an effective information point about the organisation and its services.

3. ORGANISATIONAL CHART



4. KEY RESULT AREAS

1. Maximising Income Generation:
 - assist Shop Managers to work to a target as agreed with the Head of Retail
 - explore innovative ways to enhance the hospice shops' profiles in the town which will generate additional income
 - assist Shop Managers with pricing policy, display, and layout of the shop; organising promotions, sales and other interest-creating activities throughout the year
 - ensure gift aid systems are effective to maximise reclaims

- 2. Stock Control:
 - ensure that shops are an effective information point about the organisation and its services
 - work with the Hospice’s Merchandising Representative and Shop Managers regarding the sale/display of any “branded” goods
 - assist Shop Managers to work with the Shops Operations and House Clearances Manager and Head of Retail to ensure that supplies of donated goods are plentiful
 - ensure that people requesting collections (of donated goods) are responded to quickly and courteously
 - assist Shop Managers to ensure that surplus stock is disposed of profitably or re-distributed in other shops

- 3. Financial:
 - assist Shop Managers in ensuring that monies taken in the shop are accurately recorded and banked on a day to day basis.

- 4. Motivation and Co-ordination of Volunteers:
 - work with the shop staff team of volunteers to ensure they are an effective workforce
 - assist Shop Managers in ensuring that the volunteers are well-informed about the hospice and its work

- 5. Health & Safety at Work:
 - work to ensure compliance with current health and safety legislation

- 6. Premises:
 - assist Shop Managers in ensuring that Hospice Shops are well maintained and that repairs are reported swiftly.
 - ensure that buildings are kept secure when unattended

- 7. The Hospice Staff Team
 - Sales Assistants are an integral part of the wider hospice staff team and will be expected to participate in training and learning where appropriate.
 - Be part of the team in all shops and work in other locations when necessary.

- 8. Additional responsibilities
 - Additional duties may be agreed with the line manager.

- 9. Hours of work
 - Must include Saturday working, and may include Sunday or Bank Holiday working on a seasonal basis to coincide with the tourist times and events.
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5. MOST CHALLENGING PART OF THE JOB

Helping to ensure that the shops meet their fundraising and awareness-raising targets, and to ensure that the general public and our volunteers have a good experience when supporting the Hospice.

6. DBS / other checks required:

This post is deemed to require a Basic DBS check via the Disclosure and Barring Service. This is due to the fact that the post has access to confidential records/company finances/financial information. Further information on the Basic Disclosure service is available from <https://www.gov.uk/government/publications/basic-checks>

All employees of St Teresa's Hospice are required to provide proof of their eligibility to work in the UK.

This job description is intended as a guide to the principle duties and responsibilities of the post. It must not be regarded as precisely defining all duties and will be subject to amendment in the light of developing service needs and changes in health policy.

PERSON SPECIFICATION

All factors must be measurable and justified by the job

	ESSENTIAL	DESIRABLE
KNOWLEDGE AND QUALIFICATIONS		
1. Level 1 or higher standard of literacy (equivalent to GCSE Grade G/1 or higher – qualification not required)	✓	
2. Level 1 or higher standard of numeracy (equivalent to GCSE Grade G/1 or higher – qualification not required)	✓	
EXPERIENCE		
1. Experience of working with volunteers/as a volunteer		✓
2. Previous retail experience (preferred, but training will be given)		✓
3. Experience of front-line working with the general public		✓
SKILLS AND COMPETENCIES (demonstrable abilities)		
1. Basic level of computer literacy, with ability to use email, word processing and record keeping software		✓
2. Verbal communication skills, with ability to liaise effectively with all sectors of the workforce and general public	✓	
3. Able to accurately sort and estimate price of donated goods for sale (training will be given)		✓
PERSONAL QUALITIES AND MOTIVATION		
1. Able to work with minimum supervision	✓	
2. Available to work on Saturdays and preferably occasional Sundays	✓	
3. Able to work with and motivate the volunteer workforce with tact and diplomacy		✓
4. Courteous and professional manner	✓	
5. Excellent standard of personal presentation	✓	
6. Able to travel to usual work base, and to our other shops to provide cover as needed	✓	