

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Shop Sales Assistant
GRADE / SALARY	2
REPORTS TO	Cluster manager
KEY RELATIONSHIPS	Commercial and Safety Director , Head of Retail Operations, Cluster manager – retail support team and volunteers
RESPONSIBLE FOR	Overseeing the day-to-day operational activities of the stock room, Stockroom/sales floor Health & Safety – Stock control cashing up.

JOB SUMMARY

- To oversee the flow of stock on the sales floor and the flow of stock in and out of the shop.
- To work using the digital process of booking stock in and out according to retail processes
- To provide day to day supervision and support to the Stockroom volunteer team.
- To ensure the stockroom and related operations are run efficiently.
- To Cash up or lock up the shop as and when needed.

MAIN DUTIES AND RESPONSIBILITIES

1. To be responsible for all goods in the stockroom, ensuring they are sorted, stored, and selected and distributed appropriately to maximise profits.
2. Liaising directly with the Team Leader and Cluster Manager to arrange the collection of donated items including ragging from the shop
3. Ensure the stockroom/sales area is kept in good order, clean and presentable with attention to high standards of housekeeping.
4. Be responsible for the health & safety of the stockroom/ sales area ensuring walk ways and fire exits are kept clear and stock is stored safely in the designated areas.
5. Report any incidents/accidents or near misses in a timely manner, in accordance with hospice policies. Carrying out risk assessments when needed and implement changes and improvements immediately.
6. Provide supervision and support to the stockroom/sales floor team. This will include training volunteers together with the Team leader.
7. To monitor and maintain specific stock supplies to ensure adequate stock is held and

put onto the shop floor to maximise sales through the EPOS system

8. To undertake Fire Warden Duties. Including supporting the Admin staff with weekly fire alarm and emergency lighting checks for the whole of the Retail Head Office.
9. To cash up on occasion and be a key holder when required.
10. To undertake Mandatory and non-regulatory training as specified by the Hospice.
11. To work within all Hospice procedures and legislation, particularly around health and safety.
12. Maintain good personal relationships with other hospice departments and external agencies.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 48 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

Retail SALES ASSISTANT

E = ESSENTIAL	D = DESIRABLE	
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning		
<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</p>	E	
Education & Training		
<input type="checkbox"/> Basic general education	E	
<input type="checkbox"/> Good standard of literacy & numeracy (level 1)	E	
<input type="checkbox"/> Full current UK drivers licence with no endorsements		D
Skills/Abilities/Knowledge		
<input type="checkbox"/> Good written and verbal communication skills	E	
<input type="checkbox"/> Ability to respond quickly to requests in order to perform duties	E	
<input type="checkbox"/> Ability to work under supervision, and independently, as appropriate.	E	
<input type="checkbox"/> Good interpersonal skills	E	
<input type="checkbox"/> Good time management skills, able to work calmly under pressure	E	
<input type="checkbox"/> Basic IT skills	E	
Experience		
<input type="checkbox"/> Experience of delivering good level of customer service	E	

□ Experience of working independently and as part of a team	E	
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