

# Thames hospice

**Job Title:** Retail Furniture Coordinator

**Salary:** £21,674 per year (actual £13,004.40)  
(plus enhancement for Sunday working at 1.66 / time plus two thirds)

**Location:** Home Store- Maidenhead

**Hours:** 24 per week including Saturdays and Sundays on rota. Working 3 days out of 7

**Reports to:** Retail Shop Manager

**Responsible for:** Supervision of volunteers

**Purpose of Job:**

To support and assist the shop management team with the day-to-day management of the shop including:

- meeting or exceeding sales targets
- supervising a team of volunteers
- providing the highest quality of service to represent Thames Hospice on the high street
- Moving and assembling large amount of furniture on and off the shop floor- some items are heavy sofas, beds etc
- Restocking the sales floor when items are sold
- Work in conjunction with the bookings line to ensure the right furniture is collected

**Main Tasks:**

**Sales & Profits**

- To support the achievement of budgeted sales targets and maximum profit
- Follow agreed cash handling procedures
- Take responsibility for daily banking when required
- Support the management of stocktakes of new goods as required
- To promote Gift Aid, including training of all staff and volunteers and ensure all administration procedures are followed in line with HMRC regulations.

**Customer Service**

- Create a welcoming, happy and professional atmosphere for customers and the shop team
- Provide excellent customer service at all times
- Maintain high standards of all displays and housekeeping
- To proactively promote Thames Hospice in the community

**Team Building**

- To support the shop manager to motivate the shop team to deliver targets and excellent customer service
- To supervise a team of volunteers when required including induction and training.

### **Organise and Manage**

- To support the shop manager to manage the team of staff and volunteers in the day to day running of the shop
- Operate the agreed stock rotation system, regularly updating stock
- Operate the agreed pricing structure to maximise profits from the sale of donated goods
- To support the management of an efficient back room operation including storage of stock and re-cycling of waste
- To assist with monitoring the overall maintenance of the shop, reporting any issues appropriately

### **Planning**

- To support the planning for the management the day to day operation of the shop including;
  - deliveries and collections, assisting drivers as required
  - stock levels and effective stock processing
  - the staff and volunteer rotas to ensure adequate cover is provided during trading hours.

### **Legal/Security**

- To ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site
- Follow Thames Hospice procedures when handling money and goods and ensure adequate security of the shop, its personnel, money and goods
- To report all accidents and incidents promptly, using the designated form.
- To act as the accountable key holder for the shop when required and maintain effective security measures in relation to the banking of takings, security of stock and the shop premises.

### **Working with others**

- Be flexible, and be willing to work additional hours, when required
- To undertake such other tasks as may be reasonably required from time to time e.g. roll out of new initiatives or projects
- To be flexible and work in neighbouring shops should the need arise
- Travel to retail meetings and training sessions as required
- Engage with and support activities of the wider organisation e.g. fundraising, marketing, and volunteering.
- To maintain excellent knowledge of Thames Hospice in order that customers, staff and volunteer queries can be answered correctly
- Positively promote the work of the organisation building & developing positive internal and external relationships.
- Deputise for the shop management team if required

### **General**

- Manual handling - lifting, carrying and sorting stock.
- Assembling and moving furniture
- Occasional time working on a computer, inputting information
- Occasionally dealing with difficult/challenging customers

### **Working Pattern**

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work, and will involve a regular element of weekend working.

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

### **Our Values**

Our values are the essence of our culture and inspire our behaviour.



#### **Compassion**

Compassion for everyone in a safe and caring environment.



#### **Ambition**

The desire and determination to serve everyone in our community.



#### **Respect**

Respect for everyone's dignity.



#### **Excellence**

Committed to excellence in everything we do.

## **Person Specification**

**Please note that all criteria are essential unless otherwise stated**

### **Specialist Knowledge and Experience**

- Recent retail experience in a supervisory role or team leader role (*desirable*)
- Experience of working in a homewares/ furniture environment (*desirable*)
- Experience of supervising a team of people (*desirable*)
- Experience of cash handling (*essential*)
- Awareness of Health and Safety obligations (*essential*)
- Experience of recruiting and managing volunteers (*desirable*)
- Experience of working for a charity (*desirable*)
- Willingness and ability to demonstrate commitment to Thames Hospice values (*essential*)

### **Results Driven**

An ability to get results and willingly tackle demanding tasks. Sets and exceeds challenging personal targets.

### **Customer Focus**

Experience of delivering excellent customer service.

### **Organisation**

Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.

### **Using Initiative**

Experience of taking responsibility for own actions and make decisions without referring to others.

### **Resilience**

Ability to remain calm and self-controlled under pressure.

### **Communication**

Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience.

### **Team Working**

Ability to develop professional, effective and supportive relationships with colleagues.

### **Flexibility**

Ability to react positively to change and take others with you.

### **IT Skills**

Ability to use and work with IT systems e.g. Stock IT system including word, excel and email.

### **Special Conditions**

Current driving licence with insurance cover for "Business Use" (*desirable*)