

ST ANDREW'S HOSPICE

Role Outline

Post title : Retail Store Assistant
Department : Fundraising
Reports to / Line Manager : Store Manager
Pay Spine/Point : Volunteer

Purpose of Job

To be a key member of the store team.

To provide an excellent service to St Andrew's Hospice customers, being sales focused.

To contribute to the effective running of the store, supporting the management team.

To maintain good relations with the local community in order to enhance the profile and good name of the Hospice.

Main Responsibilities

- To be customer focussed at all times.
- To follow all store working practices.
- Willingness to adapt to any task, such as selling, sorting, folding,, vacuuming, keeping the shop tidy at all times.
- Minimum attendance time of half a day, morning or afternoon.
- Use of till and willingness to cash up if the occasion arises.
- Report any problems to the acting Store Manager.

Shopfloor

- To be attentive to customers needs at all times
- Accept donations with gratitude
- Maintain merchandising standards
- Ensure shopfloor is kept clean and tidy
- Ensure personal appearance and attitude is appropriate
- Wear Volunteer Badge at all times

Backroom

- Keep backup area clean and tidy
- Sort donations following safety guidelines
- Prepare goods for sale following store guidelines

Additional Requirements

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- To proactively assess own development needs and seek out development opportunities which will enable enhanced contribution to meet the objectives of the store.
- To follow the 'Staff Development and Contribution' process.
- Maintain confidentiality at all times.

Management of People

Direct: Nil

Indirect: Nil

Contacts & Relationships

Regular contact with store volunteers and Retail Development Manager to ensure optimum service levels.

Resources

Not Applicable

Person Specification

Qualifications

Good general education.

Experience

Experience in a retail setting.
Possess appropriate experience.

Knowledge/Skills

Excellent communication and interpersonal skills.

Qualities

Ability to maintain excellent rapport with colleagues, donors and volunteers.
Able to use own initiative.
To consistently demonstrate a dedicated approach to the quality of customer service and team-working.

General

To maintain confidentiality at all times.

Policies and Procedures – The postholder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain

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responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Equal Opportunities – The post holder must carry out his/her duties with full regard to the Hospice's Equal Opportunities Policy.

Health and Safety – The postholder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

<u>Signature</u>	<u>Date</u>
Confirmed by.....
Received by.....
Name (Print).....