

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE – Retail Shop Assistant

REPORTS TO - Shop Manager (Area Retail Manager in absence of Shop Manager)

RESPONSIBLE FOR - Volunteers when covering for Shop Manager

PURPOSE OF ROLE

To provide relief to the Shop Manager so that the shop can remain open for the maximum number of trading hours, thus improving income, to support the work of Demelza Hospice Care for Children and excellent customer service to enhance the positive profile of the organisation.

KEY RESPONSIBILITIES

- To adhere to all Demelza cash handling and till procedures during the Shop Manager's absence.
- To ensure all Health and Safety procedures are followed by all volunteers and members of the public.
- To ensure all aspects of good customer service are followed by all those working in the shop in the absence of the Shop Manager, providing guidance as required.
- To assist in the moving and handling of stock and transport arrangements.
- To work alongside a team of volunteers and develop a good working relationship with them.
- To offer assistance and support to volunteers so that they are well trained and advised to fulfil their duties.
- To foster a culture that ensure volunteers feel supported and valued for the contribution they make.
- To sort, price, steam, re-stock the shop, as required.
- To ensure all goods put out for sale in the shop are up to the expected quality and standard.
- To assist the Shop Manager with collating a volunteer rota that will provide appropriate levels of cover in the shop.
- To act as the Appointed Person during emergency situations that cannot wait for the return of the Manager. This would include, but would not be limited to, recording accidents and incidents and near misses and taking all appropriate action required at the time.
- Maximise revenue by actively encouraging donors to take up the "gift-aid" option.
- To ensure that all information is passed to the Shop Manager either in person or in writing to ensure continuity and continued good management of the shop.
- To undertake health and safety training and any other training deemed necessary to support the post holder in the role.
- To act as key holder of the building, as required.

PERSON SPECIFICATION

Essential

- Previous retail experience, preferably within a charity shop
- Good people and communication skills
- Excellent customer service skills
- Ability to muck in and do whatever is required to ensure the shop function efficiently and effectively
- Extensive moving and handling duties will be required in this role (on-going training in safe moving and handling procedures will be required and provided by Demelza)

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Desirable

- Some knowledge of Health and Safety procedures and issues would be beneficial
- Working knowledge of computers/keyboard skills and Microsoft Office

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

ISSUE DATE - December 2017

REVIEW DATE - December 2018

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