



Donation Centre Assistant

Job Summary

Assist in the running of the Donation Centre, delivering an efficient, organised and customer focussed operation to maximise income for St Leonard's Hospice.

Main duties and responsibilities

Professional

1. Assist with the efficient sorting and distribution of stock from the Donation Centre to the chain of Hospice shops.
2. Provide a high level of customer service to donors and customers of the Donation Centre and uphold the Hospice values and Retail Service principles.
3. Maximise Gift Aid revenue by ensuring all donors visiting the Hub are asked about Gift Aid. Process Gift Aid accurately in line with HMRC guidelines.
4. Identify stock to pass on to the eCommerce team, ensuring all stock achieves its maximum value for St Leonard's Hospice.
5. Supervise Donation Centre volunteers, providing support where needed to help them achieve their full potential.

6. Work alongside other shop management teams to provide flexible support across all areas of the retail operation.
7. Follow guidance on the recycling & safe disposal of all un-saleable goods and minimise waste in line with the Hospice's environmental initiatives.
8. Keep abreast of Hospice news and activities to ensure accurate information is provided to customers and donors.

Other

1. Attend all mandatory training or courses.
2. Attend any training or development required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.
4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Live and work in line with the Hospice's vision, mission and values.



Donation Centre Assistant

7. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
8. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
9. Undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.



Donation Centre Assistant

Person Specification

Requirement	Essential	Desirable
Experience & Skills	<ul style="list-style-type: none"> ▪ Experience of working within the Retail Sector ▪ Good customer service skills ▪ Excellent organisational skills ▪ Attention to detail/accuracy ▪ Manage and prioritise workload 	<ul style="list-style-type: none"> ▪ Experience of working within a stock management or warehouse environment ▪ Experience of Gift Aid and its processes ▪ Knowledge of COSHH and Health & Safety regulations
Communication	<ul style="list-style-type: none"> ▪ Proven interpersonal skills ▪ Ability to be sensitive and empathetic ▪ Ability to communicate at all levels within the Hospice and with members of the public 	
Personal	<ul style="list-style-type: none"> ▪ A professional and flexible attitude to work with a willingness to assist in other areas ▪ Effective team player ▪ Ability to work under pressure & remain calm ▪ Work efficiently ▪ Integrity, discretion and be able to respect and uphold confidentiality ▪ Confident 	<ul style="list-style-type: none"> ▪ An interest in collectables ▪ Knowledge of high street brands
IT	<ul style="list-style-type: none"> ▪ Good basic IT skills ▪ Knowledge of Microsoft applications (Word, Excel, Powerpoint, Outlook) 	
Other Requirements	<ul style="list-style-type: none"> ▪ Be prepared to assist with Hospice fundraising activities ▪ There are several manual handling requirements including lifting and moving stock items, heavy donation bags and light pieces of furniture so you should be comfortable and able to do so. Health and Safety training is provided. ▪ DBS check 	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview