



## Retail Sales Assistant

### Job Summary

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

### Main duties and responsibilities

1. Under the guidance of the Shop Management (Shop Manager and Deputy Shop Manager), assist with the running of the shop including maximising store sales, profits and meet KPIs.
2. Maintain densities in the shop, working alongside the Shop Management to ensure it is fully stocked.
3. If applicable to the shop, assist the Shop Management with the processing, sale and delivery of furniture items.
4. Identify stock to pass on to the eCommerce team, ensuring all stock achieves its maximum value.
5. Provide a high level of customer service to donors and customers of the shop and uphold the Hospice values and Retail Service principles.
6. Maximise Gift Aid revenue by ensuring all donors visiting the shop are asked about Gift

Aid. Process Gift Aid accurately in line with HMRC guidelines.

7. Supervise the Shop volunteers, providing support where needed to help them achieve their full potential.
8. Work alongside other shop management teams to provide flexible support across all areas of the retail operation.
9. Adhere to the Retail Standards Guide and Furniture Price Guide to maintain a high standard of presentation and maximise the value of furniture donated to St Leonard's Hospice.
10. 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 meetings, training or development required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.
4. Participate in the Annual Performance Review.

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5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
7. Live and work in line with the Hospice's vision, mission and values.
8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
10. 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.*



## Retail Sales Assistant

### Person Specification

Requirement	Essential	Desirable
<b>Experience &amp; Skills</b>	<ul style="list-style-type: none"> <li>▪ Experience of working within the Retail Sector</li> <li>▪ Good customer service skills</li> <li>▪ Excellent organisational skills</li> <li>▪ Attention to detail/accuracy</li> <li>▪ Manage and prioritise workload</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of Gift Aid and its processes</li> <li>▪ Knowledge of COSHH and Health &amp; Safety regulations</li> <li>▪ Visual merchandising skills</li> <li>▪ Ability to meet targets</li> <li>▪ Experience of cash handling</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Proven interpersonal skills</li> <li>▪ Ability to be sensitive and empathetic</li> <li>▪ Ability to communicate at all levels within the Hospice and with members of the public</li> </ul>	
<b>Personal</b>	<ul style="list-style-type: none"> <li>▪ A professional and flexible attitude to work with a willingness to assist in other areas</li> <li>▪ Effective team player</li> <li>▪ Ability to work under pressure &amp; remain calm</li> <li>▪ Work efficiently</li> <li>▪ Integrity, discretion and be able to respect and uphold confidentiality</li> <li>▪ Confident</li> </ul>	<ul style="list-style-type: none"> <li>▪ An interest in collectables</li> <li>▪ Knowledge of high street brands</li> </ul>
<b>IT</b>	<ul style="list-style-type: none"> <li>▪ Good basic IT skills</li> <li>▪ Knowledge of Microsoft applications (Word, Excel, Powerpoint, Outlook)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of using an EPOS system</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>▪ Be prepared to assist with Hospice fundraising activities</li> <li>▪ 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.</li> <li>▪ DBS check</li> </ul>	

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

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