

## JOB DESCRIPTION

<b>Job Title:</b>	Bank Retail Assistant
<b>Team:</b>	Retail
<b>Salary range/pay band:</b>	<b>£14.74 per hour</b>
<b>Reports to:</b>	Head of Volunteer Development and Retail
<b>Direct reports:</b>	n/a
<b>Hours:</b>	Ad hoc as required
<b>Location:</b>	Allocated shop

## Introduction to Shooting Star Children's Hospices

### Shooting Star Children's Hospices

Shooting Star Children's Hospices are a leading children's hospice charity caring for babies, children and young people with life-limiting conditions, and their families. We support families across Surrey and Southwest London from diagnosis to end of life and throughout bereavement with a range of nursing, practical, emotional and medical care.

At the heart of the hospice are our dedicated clinical staffs. Their exceptional commitment and professionalism is commented on by so many of the supported children and their families.

It costs £10.5 million a year to maintain our current level of care. Only 30% of that income comes from government funding via the NHS or local authorities, so we rely on our supporters' generosity to keep the service running. We employ 175 staff, including 98 nursing and medical staff, providing hospice and community-based services to around 700 families.

Predominantly we work with families living in the Northwest and Southwest of London and Surrey, although will accept children outside these geographical areas if they do not have access to specialist palliative care support locally. We have a reputation for delivering high quality care. We have a CQC rating of 'Outstanding'

## Introduction

**Retail and Volunteers Team:** Our Retail and Volunteers Team manages our charity shops and volunteer programs, which play a crucial role in supporting our mission. They recruit, train, and coordinate volunteers to staff our shops and assist with various tasks, such as sorting donations and serving customers. Additionally, they oversee the operations of our retail outlets, ensuring that they are efficiently run to generate income for our hospices.

### Part 1: Job Profile

#### a) Main purpose of job

In the absence of the manager or assistant managers to lead a team of volunteers to maximise sales, deliver excellent customer service and ensure that the shop premises and assets are maintained to a high standard, according to legal requirements and Shooting Star Children's Hospices (SSCH) policies and procedures.

## Decision Making Authority

The post holder will be required to make decisions on the quality, and suitability of donations before they are placed on sale. Depending on the length of the cover period they may be required to dress the windows. (They will follow price guidelines and existing display layout throughout the shop.)

The post holder will work with eCommerce Manager to decide if items would be suitable for selling at a higher price on eBay or through a promotional event and set these aside for the manager of the shop to deal with on their return.

The post holder will support with rostering of the team of volunteers where necessary and delegation of duties and jobs.

## Essential and desirable skills and experience

### *Essential*

- Experience in either retail or charity retail.
- Administrative/cash handling experience
- Experience of dealing with customers and maintaining a high level of customer service
- Car owner/driver
- Verbal and written communication skills
- IT skills
- Ability to motivate self and others
- Ability to work under pressure and deal with changing priorities
- Organisational and prioritising skills

### *Desirable*

- Experience of managing a team of volunteers or staff.

## b) Scope of job

The post holder for the duration of the absence of the manager or assistant manager will have control over rostering of the team of staff and volunteers, and delegation of duties and jobs.

1. Customer service
2. Processing and pricing of donations
3. Merchandising, display and promotion of stock and housekeeping
4. Sales and financial reporting
5. Coordination of volunteer team

## Part 2: Main duties and key responsibilities

### a) Customer Service – 25%

- Dealing with customer queries and complaints courteously and effectively
- Informing the Head of Volunteer Development and Retail of any serious incidents or complaints
- Ensure that any refunds are processed in line with SSCH refunds policy
- Ensure that the advertised trading hours of the shop are adhered to

- Ensure relevant documents are completed in the event of an incident/accident and reported accordingly

#### **b) Processing donations – 25%**

- Process all donations as soon as possible, prioritising Gift Aid and high value items
- Prepare and clean items appropriately for display
- Oversee the recycling and arranging of collections
- Promote Gift Aid is at all available opportunities
- Ensure that the ongoing need for donations is publicised
- Price and ticket all items according to pricing strategy for the shop and ensure that all pricing and ticketing complies with legislation
- Ensure that stock is properly managed and rotated in accordance with latest guidance
- Identify high value or specialist items that may need to be sold in another capacity

#### **c) Merchandising, display and promotion of stock, maintenance of high standards throughout the shop – 20%**

- Ensure that all merchandise is displayed attractively and that the window display is eye-catching
- Ensure that there are high standards of cleanliness and tidiness in all areas of the shop
- Publicise promotions and special events
- Support and promote Corporate events as required
- Purchase consumables and stock items in a timely manner

#### **d) Sales and financial reporting – 10%**

- In the absence of the manager/assistant ensure that daily/weekly financial reports are submitted and that any discrepancies are investigated
- Keep the Head of Volunteer Development and Retail fully informed and updated regarding the performance of the shop and any issues which may impact this
- Ensure that the Manager/Assistant Manager and shop volunteer team are kept informed of the shop's performance
- Ensure that the till procedures are always followed by volunteers
- Ensure that issues affecting trade are monitored and communicated
- Ensure trading standards regulations are complied with
- Ensure that all financial documentation is correctly completed and up to date and is sent to the finance team in a timely manner, highlighting any issues
- Ensure that purchases from the shop by staff and volunteers are processed according to SSCH policy and that the appropriate records kept
- Ensure that charity donations by cash/cheque/card are processed according to SSCH policy and procedure guide

#### **e) Coordination of volunteer team – 20%**

- Ensure that volunteers are fully briefed on shop priorities and performance
- When required roster the volunteer team to ensure maximum productivity
- Create a positive working environment in which equality and diversity are well-managed and volunteers can do their best
- Plan, delegate and allocate tasks to the team, offering support for the volunteer team as appropriate

## f) Other duties

- The post holder will be able and willing to get to and work in a number of shops and be available across seven days per week.
- The post holder will be required to apply for a Disclosure and Barring Service check
- The post holder must live within the area of work

## g) Mandatory Criteria

### 1. Other duties

The post holder will be working in a developing environment and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.

### 2. Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate.

### 3. Health and Safety

Be responsible for health and safety in the area under their control and ensure that they are familiar with Shooting Star Children's Hospices policy on health and safety at work.

### 4. Mandatory Training

**The post holder will attend all mandatory training relevant to their role**

### 5. Our values and behaviours

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life-limiting conditions, and their families. We require that all of our staff share our common values and display behaviors that will enable us to achieve our goals.

**Professionalism** – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

**Respect** – *We will treat each other with the utmost respect.*

**Integrity** – *We will be open, honest and transparent in all that we do.*

**Diversity** – *We will respect individuality and ensure inclusion and fairness to all.*

**Excellence** – *We will strive for excellence in all that we do.*



Shooting Star Children's Hospices is committed to ensuring the welfare and safety of children and young people. All staff members are expected to adhere to our safeguarding policies and procedures. This includes undergoing appropriate training, following reporting protocols for any concerns related to child welfare, and promoting a safe and supportive environment for children and young people. Before commencing employment, successful candidates will be required to provide satisfactory references and undergo an enhanced Disclosure and Barring Service (DBS) check.

### **Part 3: Person specification: Qualifications, experience and skill levels**

#### **a) Qualifications**

##### Essential

- 5 GCSE's A-C or equivalent including Maths and English
- Car driver/owner with full clean license

##### Desirable

- Retail or customer service qualification

#### **b) Experience**

##### Essential

- Experience in retail or charity retail either as a volunteer or employee.
- Administrative/cash handling experience

##### Desirable

- Experience of managing a team of volunteers or staff.

#### **c) Knowledge and Skills**

##### Essential

- Experience of dealing with customers and maintaining a high level of customer service
- Car owner/driver
- Verbal and written communication skills
- IT skills
- Ability to motivate self and others
- Ability to work under pressure and deal with changing priorities
- Organisational and prioritising skills

#### **d) General attributes**

##### Essential

- A self starter with the ability to work independently and take the initiative whilst knowing when to delegate jobs to others within the team
- Is organised and methodical and able to multi-task
- Works well in a team and on own initiative
- Is able to build good relationships with others
- Is flexible and willing to undertake varied responsibilities as part of a team

#### **Equality, diversity and inclusion**

Shooting Star Children's Hospice is committed to inclusion and diversity in everything we do. We know that getting things right is critical for us to live our organisation's values: Professionalism, Respect, Integrity, Diversity and Excellence.

We are always trying to improve our way of working to be more inclusive and equal. Our vision is for Shooting Star Children's Hospice to be a place where people of all backgrounds, groups and communities feel welcomed to work and volunteer.