

JOB DESCRIPTION

- Job Title:** Sales Assistant – Hospice Charity Shop
- Reporting to:** Shop Manager/Deputy
- Hours of work:** 22½ hours over 3 varying days per week

Job Summary

To assist the Manager and Deputy Manager in maximising the contribution from the shop to Tapping House focusing on income and stock generation. To assist in managing the shop volunteer teams by providing leadership, support and guidance in the Manager's and Deputy Manager's absence. To ensure that the shop is used to promote the Tapping House and its activities.

Main Duties and Responsibilities:

To Assist the Manager and Deputy Manager in the following:

Sales and Profit:

- Achieving agreed sales targets
- Implementing additional fundraising activity within the shop including purchased goods, promotion of Gift Aid
- Implementing all directives from the Deputy Manager, Manager and Senior Management Team

Stock Management (Donated and New Goods):

- To assist in the generation of quality donated goods
- To assist in minimising stock loss through effective management and monthly stock take
- To assist in maintaining compliance with all Health and Safety and Tapping House policies and regulations

Shop Standards:

- To assist in maintaining a high standard of merchandising and display
- To assist in maintaining a high standard of customer service
- To assist in maintaining a high level of cleanliness at all times
- To assist in the turnover of stock within the agreed time scale

Staff & Volunteer Management:

- To assist in effectively recruiting, training and supporting all volunteers
- To assist in keeping the shop adequately staffed at all times, including days off, lunch breaks and staff holidays, in order to maintain levels of service.

- To assist in ensuring that staff and volunteers comply with Tapping House's policies and procedures

Our Mission:

To lead the transformation of care of those in the last phase of life. Through innovative service delivery, education and by empowering communities to talk openly about death, dying and grief

General

- To uphold Tapping House's vision and values at all times



Tapping House...

C A R E S
Compassion Accessibility Respect Excellence Spark

Our Vision
Every person affected by a life-limiting condition will be offered choice and access to excellent **rest-of-life** care and bereavement support.

Our Strategy

- > Ensure patients and their families remain at the **heart** of our service
- > **Grow** our sustainable income to cover annual costs and **build** reserves
- > Recruit and retain the **highest calibre** staff to enable the delivery of **excellent care**
- > Identify and embed a programme of continuous **quality** improvement
- > **Empower** staff, volunteers and communities through development and provision of **innovative** education programmes

Tapping House
Living well, dying well, never alone

- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.

- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice’s policies on safeguarding.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

Security and Health and Safety:

- Ensure that all the Hospice’s security procedures and policies are correctly followed at all times
- Comply with the Hospice’s Health and Safety policies and instructions
- Ensure manual handling policies are followed

Additional Requirements:

- Be willing to work additional hours and to perform any other additional duties as and when required by the organisation including covering other shops as required
- Travel to meetings and training sessions as required
- Have knowledge of Tapping House’s structures and current activities
- Engage and support Fundraising and stock generation initiatives
- Build and develop positive internal and external relationships to ensure maximum income for our charity

**PERSON SPECIFICATION
Sales Assistant**

	Essential	Desirable
Qualifications and Training	Good general education with good verbal, numerical and written skills	NVQ Level 2 Retail Skills or equivalent experience
Experience and Skills	<p>Ability to work as a team Member</p> <p>Experience of working in a diverse team of people</p> <p>Ability to provide excellent customer service in an efficient and courteous manner</p> <p>Strong interpersonal skills</p> <p>Flexible attitude and adaptable to change</p> <p>Able to use own initiative</p>	<p>Previous retail experience</p> <p>Experience of working with volunteers</p> <p>Basic knowledge of Health and Safety and Fire regulations with the ability to identify potential risks</p> <p>Knowledge of Gift Aid</p> <p>Experience of cash handling, banking and security associated with the retail environment</p>