

## Job Description

### 1. Job Title: Retail Sunday Sales Assistant, Chesterfield

Reports to: Retail Shop Manager

Accountable to: Area Retail Manager

Job Family: Operational Support Services

Range: A

### 2. Job Summary

To assist the Manager in the running of the shop and to provide cover when necessary.

- To achieve maximum sales at all times.
- To ensure that the high standard of service to customers that is expected by the Ashgate Hospice shops is maintained at all times.
- To actively support, any fundraising promotions as directed by Ashgate Hospice or your Manager.
- To implement any promotion in the shop as directed.
- To support the training, development and motivation of a team of staff and volunteers.
- The post holder must demonstrate behaviours which support the hospice's Values of **Compassion, teamwork, respect, open and inclusive**

### 3. Organisational Chart



### 4. Main Duties & Responsibilities

#### Shop Appearance:

- To maintain a high standard of display, both in window and inside the shop.
- To achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises.

#### Stock:

- To encourage the public to donate saleable goods, promoting gift aid.

- To take part in the day-to-day activities of the shop, i.e., sorting, steaming, pricing, stock rotation, customer liaison, using the till, etc
- To ensure the stock density is kept full by ensuring there is adequate stock available at all times.
- To rotate stock on a daily basis so that no garment remains on the shop floor for any longer than the agreed time limits.
- To hang, ticket, size and cube all clothing as appropriate.
- To comply with all instructions regarding the sale and auditing of New Goods.

**Voluntary Staff:**

- To supervise the work of the volunteers in the shops ensuring adherence to the Hospice shops policies regarding standards of merchandising and pricing.
- To manage volunteers including maintaining, motivating and supporting them. To resolve any problems or queries they may have.
- To assist in the recruitment and training of volunteers.

**Administration and Security:**

- To complete all administrative paperwork such as sales sheets and stock control sheets correctly and promptly.
- When necessary be accountable for the opening and closing of the shop.
- To be responsible for the recording, safeguarding and banking of cash receipts.
- To ensure that all Ashgate Hospice financial procedures are adhered to and that cash is kept secure.
- To complete and record daily banking in line with Ashgate procedures.
- To order consumables / stationery as necessary.
- To notify a senior member of staff in the event of suspected theft or dishonesty by any member of staff.
- To maintain the safety of self and others and to adhere to Health and safety polices
- To ensure that no unauthorised person is allowed to inspect the shop or to examine sales or other records.

This Job Description will be reviewed and amended with the post holder as required, as part of the regular performance review and staff development process.

## 5. Personal Development

- Through the annual review process and 1:1 meeting, agree individual objectives and develop a personal development plan.
- Develop new skills as required.

## 6. Communications & Working Relationships

**Internal:** All staff and volunteers; department managers. Senior management team and trustees

**External:** Shop Managers, staff and volunteers. External business groups and associations

- This Job Description describes the main duties of the post holder and is not exhaustive.
- This Job Description will be reviewed with the post holder as part of the regular performance review.
- This Job Description does not form part of the Contract of Employment.

## PERSON SPECIFICATION

**Job Title:** Sunday - Retail Sales Assistant

<b>1. Attainments/Qualification</b> (assessed by <b>Application, Interview or Test</b> )	
<p><b>Essential</b></p> <p>Educated to level 2 standard or equivalent relevant experience (A,I)</p> <p>Evidence of working within a retail or customer service sector. (A,I)</p>	<p><b>Desirable</b></p> <p>Evidence of working within a retail or customer service sector. (A,I)</p>
<b>2. Skills</b> (assessed by <b>Application, Interview or Test</b> )	
<p><b>Essential</b></p> <p>Excellent communication skills, able to relate to and influence all levels of staff &amp; volunteers. (A,I)</p> <p>Excellent customer service skills, with the ability to adapt to different customer challenges. (A,I)</p> <p>Excellent numeracy skills. (A,I)</p> <p>Ability to adapt to new work situations and use initiative to find solutions to work related problems. (A,I)</p> <p>Competent in use of MS Office. (A,I)</p> <p>Ability to multi task and manage conflicting priorities and targets. (A,I)</p>	<p><b>Desirable</b></p> <p>Previous experience of working within fashion retail. (A,I)</p> <p>Previous experience of working with volunteers. (A,I)</p> <p>Experience in visual merchandising. (A,I)</p>
<b>3. Knowledge/Experience</b> (assessed by <b>Application, Interview or Test</b> )	
<p><b>Essential</b></p> <p>Knowledge of cash handling protocol. (A,I)</p> <p>Understanding of/ability to demonstrate health and safety best practices. (A,I)</p>	<p><b>Desirable</b></p> <p>Previous experience of being a “key holder”. (A,I)</p>

<b>4. Other factors</b> (assessed by <b>Application, Interview or Test</b> )	
<p><b>Essential</b></p> <p>Able to demonstrate behaviours which support Hospice Values (A,I)</p>	<p><b>Desirable</b></p> <p>Affinity and understanding Of Ashgate Hospice charitable cause. (A,I)</p> <p>Ability to work towards KPI's including sales targets. (A,I)</p>