



**HOSPICE**  
OF THE GOOD SHEPHERD  
*Celebrating 35 Years of Care*

Welcome to the Hospice of the Good Shepherd

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## Retail Assistant

Income Generation Director

Retail Development Manager

Retail Manager



Retail Assistant

## Your Opportunity

You will contribute and commit to promoting a positive team-based attitude, striving for the highest standards of care and achieving excellence, through continued development and compassion.

You will work with the Retail Manager to ensure excellent levels of customer service and stock presentation to maximize sale and profit for the Hospice.

The list below is to outline the main duties involved; however, this is subject to change and will vary within the given role.

We ask all employees to be flexible in their role, to always ensure we are delivering care of the highest standard.



### Our Strategic Priorities



### Our Values



## Key Responsibilities

- Work with the shop managers to ensure excellent levels of customer service and stock presentation to maximize sales and profit for the Hospice.
- Prepare stock for presentation on the shop floor ensuring stock is replenished and rotated to maximize sales.
- Ensure the shop is clean and well presented.
- Prepare for in shop promotions in conjunction with the shop manager.
- Process sales and operate till including cashing up.
- Deal with customer enquiries in person or on the phone.
- Offer excellent levels of customer service.
- Ensure security of shop goods and monies.
- Assist in the recording of sales and other figures as required.
- Operate with due regard for the Health and Safety of self and others.
- Maintain effective communication with the Shop Manager, Retail Development Manager and Shop Volunteers to develop shared objectives and active teamwork.
- Uphold the high profile and exceptional reputation of the Hospice in the community.
- Work effectively with volunteers and Shop Manager and Retail Development Manager to maintain good working relationships.
- Greet customers in a cheerful manner providing sales guidance as appropriate.
- Be familiar with the Health and Safety Policy operated by the Hospice with regards to The Health and Safety at Work Act 1974, fire safety regulations and manual handling.
- Assist other employees, visitors and volunteers in the normal course of duty to recognise safe practices and procedures where necessary.

## Key Responsibilities

- Knowledge of retail fashion.
- Knowledge of charity sector working.
- Knowledge and experience of cash handling.
- Retail Experience.
- Experience of merchandising / presentation standards within a retail environment.
- Experience of increasing sales within a retail/customer service environment.

## Person Specification

Factors	Essential	Desirable
<b>Qualifications</b>		
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• At least 3 years Retail experience</li> <li>• Experience of providing excellent customer service.</li> <li>• Experience of increasing sales within a retail / customer service environment</li> <li>• Knowledge of charity sector working</li> <li>• Experience of working with volunteers.</li> <li>• Knowledge and experience of cash handling</li> <li>• Working knowledge of Health and Safety in the Workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of merchandising/ presentation standards within a retail environment</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent IT skills including use of Word and Excel</li> <li>• Ability to record and keep accurate information.</li> </ul>	
<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Punctual</li> <li>• Reliable</li> <li>• Compassionate</li> </ul>	