

JOB DESCRIPTION

Job Title:	Sales Assistant
Department:	Trading - Retail
Reports to:	Store Manager
Hours:	Up to 37.5 hours per week (over a 7 day rota)
Working Relationships:	Store teams

Job Summary

To support the store management team in the running of the Garden House Hospice store, whilst adhering to policies and procedures, to ensure maximum income and contribution potential, always displaying professional and positive behaviours.

Main Duties and Responsibilities

The post holder shall support the store management team to:

Income Generation

- Ensure that stock, including donations is sorted, priced and displayed within the guidelines provided
- Maximise additional income for the store through Round Up and Gift Aid for all donations of stock, adhering to HMRC guidelines, and support with fundraising opportunities
- Develop and maintain positive relationships with customers and donors by ensuring that hospitality is delivered to the highest standard, in a professional manner and in keeping with the philosophy and public image of Garden House Hospice Care
- Work within other hospice shop locations and/or donation centre, to provide additional support as required

Working with others

- Guide and support volunteers, including training and induction for new starters, to the highest standard, in line with the Garden House Hospice Care procedures
- Ensure the GHHC EDI policy is consistently upheld
- Build relationships with local organisations and community groups to raise awareness of the shop and the services provided by Garden House Hospice Care
- Maintain a healthy working environment through positive behaviours and communication and encourage inclusivity

Operations

- Ensure all cash handling and security procedures are followed
- Ensure that the shop provides a safe and secure environment for our customers, teams and visitors
- Follow all H&S processes as provided by GHHC and the management team
- Attend and complete all mandatory training (which may include travel to an alternative location) relating to H&S and security
- Support store management team with the delivery and recording of volunteer training with regards to health and safety within the stores

- Comply with legislation pertaining to Data Security and Protection which incorporates Information Governance and General Data Protection Regulations and report any non-compliance as appropriate

Confidentiality

The contractual relationship between GHHC and its employees is founded on trust. Employees will treat as confidential all information regarding the business of GHHC, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

General

This job description is not an exhaustive list of duties, but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

Health and Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire.
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public and ensure risk assessments are completed efficiently for all activities related to this role.

Purpose and core values

All staff are expected to work in line with GHHC Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of GHHC should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

General duties

- To always comply with GHHC Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all GHHC employees to fully comply with the safeguarding policies and procedures of GHHC. As a GHHC employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- GHHC is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- GHHC operates a no-smoking policy.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- All appointments are subject to pre-employment health screening.

"team" refers to all members of staff including volunteers



Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • Good standard of general education 	
Experience	<ul style="list-style-type: none"> • Customer service experience 	
Knowledge	<ul style="list-style-type: none"> • MS Office suite including Outlook, Word & Excel 	
Key Skills	<ul style="list-style-type: none"> • Visual Merchandising & Creative Displays • Communication (written & verbal) • Conflict Resolution • Collaborative Working • Problem Solving 	
Behaviours	<ul style="list-style-type: none"> • Flexible & adaptable to change • Positive and resilient attitude • Hospitable • Pro-active • High integrity & professionalism • Accountable • Consistently upholds brand values 	

Shortlisting for all positions will be undertaken on the basis of applicants meeting the requirements listed above. Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.