

JOB DESCRIPTION & PERSON SPECIFICATION

 Clinical Staff		 Non-Clinical Staff		 Volunteers		 Flexi-Bank Staff	
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ROLE:	Retail Assistant
REPORTS TO:	Retail Supervisor
PAY BAND:	Level 1 – £26,865.14 to £28,768.93 FTE (Salary will be pro rata for this part time role of 22.5 hours per week)
LOCATION:	Predominantly our Port Erin and Castletown Hospice Stores with some ad hoc cover at our other shops located around the Island

PURPOSE OF ROLE:

To support the Retail Supervisor in the smooth running of our Hospice Retail Shops and ensure high levels of customer satisfaction through excellent sales service. It is imperative that you can relate the Hospice story to our customers educating them on the value of their purchases and donations to ensure continuing funding of the Hospice

KEY DUTIES- what you will do:

Ensure high levels of customer satisfaction through excellent sales service welcoming customers and ascertaining their needs and wants

Act as liaison with the Retail Supervisor for day to day retail store operational requirements including managing donations, restocking, and processing sales through the till and assisting with the end of day cashing up process

Be a key holder and on occasions unlock and lock the Retail Store at the start and end of the day in the absence of the Retail Supervisor

Assisting customers with their purchases and ensuring all space in the Retail Store is utilised and filled up with donated stock

Ensure the retail displays are appealing to customers

Support the wider team of Retail Volunteers, allocating tasks when necessary

Health and Safety

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. The employee will observe appropriate legislation and codes of practice in connection with their role.

This job description is not meant to be exhaustive and you may be asked to carry out other reasonable duties. It will be reviewed on a regular basis and adapted as required to reflect the changing needs of the service.

Person Specification: What we need you to bring

Qualifications:	Is it essential or desirable	How we will assess
GCSE or equivalent maths & English grade C or above	E	A & I
Experience:		
Previous retail experience	E	A & I
Working within a team	E	I
Knowledge of Electronic till systems	E	A & I
Training and supporting volunteers	D	A & I
Skills/Competencies:		
Good customer relationship skills	E	I
Ability to follow policy and procedure	E	A
Competent in Microsoft Office: word, Excel	D	A
Attention to detail	E	A & I
Self-motivated and ability to use own initiative	E	A & I
Resilience	E	I
Flexible approach to working	E	A & I
Personal Qualities/Behaviours:		
Confidence in giving advice and information	E	I
Excellent communication skills both oral and written	E	I
Remain calm under pressure	E	A & I
Respond positively to change	E	A & I
Other:		
Full Clean Driving Licence	D	A & D