

## JOB DESCRIPTION & PERSON SPECIFICATION

 <b>Clinical Staff</b>		 <b>Non-Clinical Staff</b>		 <b>Volunteers</b>		 <b>Flexi-Bank Staff</b>	
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<b>ROLE:</b>	<b>Retail / Administrative Assistant</b>
<b>REPORTS TO:</b>	Hospice Shops Manager
<b>PAY BAND:</b>	
<b>LOCATION:</b>	Hospice Retail Centre

### PURPOSE OF ROLE:

**Ensure high levels of customer satisfaction through excellent sales service whilst providing administrative support for our retail operations**

### KEY DUTIES- what you will do:

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

Work as part of the team responsible for the set up and implementation of our Electronic Point of Sale till systems (EPoS)

Act as liaison with Retail Volunteers, Volunteer Shop Managers and Volunteer Manager for day to day operational requirements (including training of volunteers)

Answering and responding to telephone calls and enquiries

Manage point of sale process including cashing up procedures

Coordinate sales board and delivery requirements

Support a team of shop volunteers, liaising with them for delivery and collections of stock

Maintain high level of standards and coordination of sales and deliveries.

**We can turn your career plans into action**

Undertake a range of administration duties to support the implementation of the EPoS system including, addition and deletion of users, additional products and price changes.

## Most challenging part of the job:

Ensuring customers' needs are met, the ability to multi task and keep calm under pressure and you will need to have a flexible approach to fulfil all aspects of this 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	D	A & I
<b>Experience:</b>		
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
<b>Skills/Competencies:</b>		
Good customer relation skills	E	I
Ability to follow policy and procedure	E	A
Competent in Microsoft Office: word, Excel	E	A
Attention to detail	E	A & I
Self-motivated and ability to use own initiative	E	A & I
Effectively prioritising a competing & demanding workload	E	I
<b>Personal Qualities/Behaviours:</b>		
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
<b>Other:</b>		
Flexible approach to working	E	A & I
Resilience	E	I
Full Clean Driving Licence	D	A & D