

**JOB DESCRIPTION:** Retail Centre Support Assistant  
**REPORTS TO:** Retail Centre Operations Manager  
**ACCOUNTABLE TO:** Director of Income Generation  
**BASED AT:** Retail Centre



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## Job Summary

To support in the day-to-day operation of the retail centre. Primary duties are to provide support to the Retail Centre Operations Manager to ensure maximum sales are achieved in the retail centre. You will work closely with a team of volunteers who play a valuable and integral part of the business

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## Responsibilities

- To support the Retail Centre Operations Manager to achieve agreed financial budgets
- To be hands on in the day to day organisation of the running of the retail area of the centre
- Act as first point of contact for retail customer and donors and provide a high level of customer service
- Ensure Gift Aid donations are understood and actively promoted to volunteers, customers and donors as well as processed correctly during sales
- Set and maintain high standards of merchandising, layout and display
- To have an understanding of the retail centre customer base
- To make sure pricing system is used to maximise income from donated goods.
- Working closely with the manager, supporting the implementation of strategies for increasing income
- Ensure that that the retail area is clean and well-presented at all times ensuring layout and stock mix reflects current trading conditions
- Assist with training and organising the volunteer team ensuring that policies and procedures are adhered to.
- To assist in the stock control on the shop floor.
- To assist in the distribution of stationary / cleaning items to shops.
- To be proactive ensuring high stock density levels are achieved in the retail centre to meet with customer demand.
- To ensure the security and safety of all retail centre stock at all times.
- To provide cover for the Retail Centre Operations Manager in their absence.
- Liaise and co-operate with the Income Generation Team and Facilities Department on the storing, collection and delivery of equipment etc.
- To act as a key holder for the Retail Centre.
- To be proactive in promoting the centre with the local community and communicate with marketing any PR opportunities.
- Take in and control deliveries from suppliers for goods on the retail side of the centre
- To ensure all Health & Safety/Fire regulations are understood and complied with at all times

## Personal Responsibilities

- To recognise indications of staff stress and to inform the Retail Centre Operations Manager
- To participate in the induction of all new staff as required
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate

### **Educational responsibilities**

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.

### **Personal Development**

- To devise with the Retail Centre Operations Manager a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

### **Organisational responsibilities**

- To work at all times within the policies of the Hospice and act within Care Standards at all times.
- To uphold the hospice and individual team values.
- To ensure effective use of resources.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

**Please note that this role is subject to a satisfactory DBS check.**

Because of the special nature of the Hospice and its work, the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

This job description is not necessarily exhaustive and may be subject to review by the Head of Retail in conjunction with the post holder.



## Person Specification

### Retail Centre Support Assistant

Requirement	Essential/Desirable
<p><b>Qualifications &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Good standard of education in numeracy and literacy</li> </ul>	Essential
<p><b>Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Proven retail experience</li> <li>• Experience in a commercial customer focused environment</li> <li>• Experience in charity retail and managing volunteers</li> </ul>	Essential Essential Desirable
<p><b>Specific Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and social skills</li> <li>• Good written and verbal skills</li> <li>• Experience of merchandising, layout and display</li> <li>• Ability to prioritise and work without supervision</li> <li>• Experience of the clothing sector</li> <li>• Experience in a visual merchandising environment</li> <li>• Experience or understanding of Cybertill</li> <li>• Experience of Microsoft Outlook/Word</li> </ul>	Essential Essential Desirable Essential Desirable Desirable Desirable Essential
<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Confidence and maturity</li> <li>• Self-motivating</li> <li>• Resilience, ability to work under pressure and keep to deadlines</li> <li>• Practical and hands on management style</li> <li>• Flexible (hours, days and location)</li> <li>• Team player</li> <li>• Own transport &amp; current driving licence</li> <li>• Ability to work weekends as required</li> </ul>	Essential Essential Essential Essential Essential Essential Essential Essential