

**ROWANS HOSPICE CHARITY
ROLE SUMMARY**

Job Title	Sales Assistant (SA)
Department	Rowans Hospice Retail
Location	Rowans Hospice Charity (RHC)
Reporting to	Shop Manager (SM)
Job Purpose	To assist with the daily operation of the retail shop. To work with the volunteer team to effectively achieve the sales budget and control costs. Lead the team to deliver excellent customer service to our customers, donors and supporters and to promote the profile of the Rowans Hospice Charity.
Key Accountabilities, Responsibilities & Tasks	
Departmental & Role Specifics	<p>Under the direction and leadership of the Shop Manager and Retail Manager:</p> <ul style="list-style-type: none"> • To collate sales & departmental breakdown figures for the Associate/Shop Manager to analyse the optimum sales floor layout and visual merchandising. • To assist the Associate/Shop Manager with the planning, organisation and daily operation of the shop. • To support the Associate/Shop Manager with the allocation of tasks to the volunteer team to effectively achieve the daily work load and sales budget. • To assist in achieving the shop sales budget and the control of costs. • To comply with the procedures relating to the security of the premises, stock and handling and banking the daily takings. • To comply with the procedure for handling cash donations. • To ensure high standards of cleanliness and maintenance of property and equipment, reporting any problems to the Associate/Shop Manager. • To assist the Manager with the co-ordination of the volunteer team. • To liaise with the Associate/Shop Manager to ensure volunteer absences and holiday cover is managed within the operational requirements • To attend mandatory training and other training courses as required or agreed at the annual IPR • To comply with Rowans Hospice Charity Policies and Procedures at all times • To maintain confidentiality at all times • To report any Human Resources concerns to the Associate/Shop Manager

	<ul style="list-style-type: none"> • To record and maintain accurate sales figures on a daily and weekly basis. • To comply with HMRC requirements for Gift Aid auditable paperwork and computer data entry. • To be aware of competitor activities in the local area, providing feedback to the Associate/Shop Manager. • Whilst there are no direct clinical responsibilities, the Shop Management team has responsibility for the development, understanding and appreciation of the Hospice philosophy amongst the volunteer team within the shop and its customers and donors. • The role also involves the use of a computer and keyboard skills for data entry.
<p>Qualifications, Skills, Experience, Knowledge & Approach</p>	<p>All retail/warehouse skills are applicable to this role however, listed below are the key skills required of this role:</p> <p>Skills & Experience</p> <ul style="list-style-type: none"> • Experience within the retail sector • Handles donations to minimise loss and maximise income. • Identifies operational changes to achieve cost savings and efficiencies. • Identifies and clarifies individual customer needs. • Treats all customers/donors with courtesy and respect. • Communicates clearly and with clarity to the driving team. • Remains focused when faced with competing demands and is able to multi task • Able to use own initiative and work effectively as part of team • Communicates clearly and checks others have understood • Listens to others' views, seeks clarification where needed • Understands the expectations of self and prioritises workload to meet goals, communicates and collaborates with others • Builds strong customer and client relationships by putting the customer/client first and providing excellent customer service • Through effective communication gets tasks done within agreed deadline and standards • Current driving licence and access to own vehicle <p>Behaviours</p> <ul style="list-style-type: none"> • Speaks positively about the work of Rowans Hospice Charity. • Treats all others fairly, consistently and with respect • Responds positively to change and encourages others to do the same • Flexible and adaptable to changing needs and responsibilities

Communication	<p>To promote, and maintain a professional customer service to donors and customers.</p> <p>To build on public relations to increase the Rowans Hospice Charity profile and maintain community support.</p>
Internal & External Contacts	RHC staff and volunteers, donors and supporters, recycling textiles business, the General Public
Decision Making	<p>The role is managed by the Associate/Shop Manager and they will be required to cover for the shop in the Manager's absence.</p> <p>Responsible for knowing own limitations and when to seek help or advice</p>
Mental and Physical Consideration. Working Conditions & Environment	<p>Due to the nature of this business, this job will include manual handling. The position of Sales Assistant may be physically demanding, with the necessity to carry large, heavy awkward loads in possibly difficult circumstances.</p>
Health & Safety	<p>Should we become aware of any injury or physical problems which may escalate through your duties into a serious 'long term' or permanent problem, we reserve the right to have a medical examination carried out (at our own expense) to verify your fitness to carry out your duties.</p>
Assistance	<p>The Charity has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of the job in hand in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.</p> <p>Demonstrate an effective use of communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.</p>

General Data Protection Regulations

Under the provision of the General Data Protection Regulation 2018 (GDPR), it is the responsibility of every employee and volunteer to ensure that all data, whether electronic or manual, is kept secure at all times. This includes data relating to patients, members of staff and volunteers. Data must not be disclosed to any unauthorised person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal. Further information can be obtained from the Confidentiality and Information Governance including Caldicott and GDPR compliance procedure.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the Rowans Hospice but must be declared in writing at the appropriate stage during the recruitment process.

Signatures

This Role Summary is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job alongside your KPIs. The Role Summary remains flexible to cope with the changing needs of the job and is subject to review in line with the services of Rowans Hospice Charity.

Signed:
Employee

Date:

Signed:

Date:

For and on behalf of the RHC