

JOB DESCRIPTION

Job Title:	Sales Assistant
Department:	Retail
Reports to:	Shop Manager
Hours:	up to 37.5 hours per week (including weekends)
Working Relationships:	Shop teams & Volunteers

Job Summary

To support the shop management team in the running of the Garden House Hospice Shop, whilst adhering to policies and procedures, to ensure maximum revenue potential.

Main Duties and Responsibilities

The post holder shall support the shop management team to:

Income Generation

- Ensure that stock, including donations is sorted, priced and displayed within the guidelines provided
- Maximise Gift Aid potential for all donations of stock, adhering to HMRC guidelines
- Maximise income from shop and organisational fundraising activities
- Develop and maintain positive relationships with customers and donors by ensuring that customer service 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 in other hospice shop locations or within the distribution centre, to provide additional support as required.

Working with others

- Guide and support volunteers, including training and inducting new starters, to the highest standard, in line with the Garden House Hospice Care philosophy
- 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

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 Garden House Hospice Care and their management team
- Attend and complete all mandatory training (which may include travel to an alternative location) relating to H&S and security
- Support shop management team with the delivery and recording of volunteer training with regards to health and safety within the shops.
- Comply with legislation pertaining to Data Security and Protection which incorporates Information Governance and General Data Protection Regulations

Confidentiality

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, 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
- Attend fire lectures annually and take part in maintaining fire safety within the building
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public
- Ensure risk assessments are completed efficiently for all activities related to this role.

Purpose and core values

All GHHC staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice 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.

Caring and compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

Accountability

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

Respect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

Excellence

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

General duties

- To always comply with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
- To always comply with the Hospice 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 Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care 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.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- The Hospice 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.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance.
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

"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.