

## **JOB DESCRIPTION**

- Job Title:** Sales Assistant – Hospice Charity Shop
- Reporting to:** Shop Manager/Deputy
- Hours of work:** 22.5 hours over 3 varying days per week (Monday to Sunday)

### **Job Summary**

They will assist the shop Managers and Deputy Managers in maximising the contribution from the shops to Tapping House, focusing on income and stock generation as well as providing support and guidance to the volunteer team and ensuring that the shop is used to promote the Tapping House and its activities. The job holder will be required to be a keyholder and on occasions open and close the shop as well as complete end of day banking.

Main Duties and Responsibilities:

To Assist the Manager and Deputy Manager in the following:

#### Sales and Profit:

- Achieving agreed sales targets
- Provide keyholder support
- Price items to sell within approved pricing framework
- Process items to sell at a level that meets demand
- Implementing additional fundraising activity within the shop including purchased goods, promotion of Gift Aid
- Implementing all directives from the Deputy Manager, Manager and Senior Management Team

#### Stock Management (Donated and New Goods):

- To assist in the generation of quality donated goods
- To assist in minimising stock loss through effective management and stock takes
- To assist in maintaining compliance with all Health and Safety and Tapping House policies and regulations

#### Shop Standards:

- To assist in maintaining a high standard of merchandising and display
- To assist in maintaining a high standard of customer service
- To assist in maintaining a high level of cleanliness at all

times

- To assist in the turnover of stock within the agreed time scale

#### Staff & Volunteer Management:

- To assist in effectively recruiting, training and supporting all volunteers
- To assist in keeping the shop adequately staffed at all times, including days off, lunch breaks and staff holidays, in order to maintain levels of service.
- To assist in ensuring that staff and volunteers comply with Tapping House's policies and procedures

#### Our Mission:

To lead the transformation of care of those in the last phase of life. Through innovative service delivery, education and by empowering communities to talk openly about death, dying and grief

#### General

- To uphold Tapping House's vision and values at all times



**Tapping House...**

**C A R E S**  
Compassion Accessibility Respect Excellence Spark

**Our Vision**  
Every person affected by a life-limiting condition will be offered choice and access to excellent **rest-of-life** care and bereavement support.

**Our Strategy**

- > Ensure patients and their families remain at the **heart** of our service
- > **Grow** our sustainable income to cover annual costs and **build** reserves
- > Recruit and retain the **highest calibre** staff to enable the delivery of **excellent care**
- > Identify and embed a programme of continuous **quality** improvement
- > **Empower** staff, volunteers and communities through development and provision of **innovative** education programmes

**Tapping House**  
Living well, dying well, never alone

- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.

- **Information Security, Confidentiality, and Records Management:**

The role requires adherence to organisational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in Information Governance training, reporting potential security incidents, and managing records in accordance with Tapping House's Retention Archiving and Destruction of All Hospice Records Policy.

- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

Security and Health and Safety:

- Ensure that all the Hospice's security procedures and policies are correctly followed at all times
- Comply with the Hospice's Health and Safety policies and instructions
- Ensure manual handling policies are followed

Additional Requirements:

- Be willing to work additional hours and to perform any other additional duties as and when required by the organisation including covering other shops as required
- Travel to meetings and training sessions as required
- Have knowledge of Tapping House's structures and current activities
- Engage and support Fundraising and stock generation initiatives
- Build and develop positive internal and external relationships to ensure maximum income for our charity

**PERSON SPECIFICATION  
Sales Assistant**

	<b>Essential</b>	<b>Desirable</b>
Qualifications and Training	Good general education with good verbal, numerical and written skills	NVQ Level 2 Retail Skills or equivalent experience
Experience and Skills	<p>Ability to work as a team Member</p> <p>Experience of working in a diverse team of people</p> <p>Ability to provide excellent customer service in an efficient and courteous manner</p> <p>Strong interpersonal skills</p> <p>Flexible attitude and adaptable to change</p> <p>Able to use own initiative</p>	<p>Previous retail experience</p> <p>Experience of working with volunteers</p> <p>Basic knowledge of Health and Safety and Fire regulations with the ability to identify potential risks</p> <p>Knowledge of Gift Aid</p> <p>Experience of cash handling, banking and security associated with the retail environment</p>