JOB DESCRIPTION

Job Title: Retail Cover Sales Assistant

Reporting to: Retail Operations Manager

Hours of work: 22.5 hours over 3 varying days per week (Monday to Sunday)

Job Summary

The Retail Cover Assistant will provide temporary cover for our 12 shops at a sales assistant level. The job holder will be required to be a keyholder, open and close shops as well as complete end of day banking. They will assist the shops' 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. Occasional lone working will be necessary.

Main Duties and Responsibilities:

To Assist the shop Managers and Deputy Managers in the following:

Sales and Profit:

- Provide keyholder support with occasional lone working.
- Provide support to the volunteer team
- Support achieving agreed sales targets
- Assist in implementing additional fundraising activity within the shop including 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 stock 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



- 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
Retail Cover Sales Assistant

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