



JOB DESCRIPTION/PERSON SPECIFICATION

JOB DESCRIPTION

Job Title	Bank Retail Sales Assistant – Sunday position
Location	31 Station Road, Swanage, BH19 1AD
Reporting to:	Retail Shop Manager

Job Context	<p>Lewis-Manning Hospice Care offers holistic care to local people living with cancer and other life-limiting illnesses and support for their carers/family. We are a committed team, who work hard to provide the highest quality of care and support to people living with life limiting illness across Poole, Purbeck, and East Dorset.</p> <p>We are based in Poole, with satellites in Swanage, Wimborne, Bournemouth and Wareham. We currently offer Day Hospice, Virtual Day Hospice, Lymphoedema Services for cancer patients, Bereavement and Family Support Services, Complimentary Therapy, Breathlessness Services and are developing a hospice at home service.</p> <p>We are expanding our carer support services to include home respite sits, rapid home to die service, virtual services, and a drop-in information centre.</p> <p>At Lewis-Manning we believe in the development of our staff and there are plenty of opportunities for project work, personal development and staff training.</p>
Job Purpose	<p>Your role as the Retail Sales Assistant will be to provide support for the manager, cover the store, and look after the staff/volunteers; ensuring the store meets its targets and you represent Lewis-Manning in line with our core values.</p> <p>Although predominantly based in one shop, you may be asked to travel to any Lewis-Manning Hospice Shop to cover other shops sickness, holidays, and absence.</p> <p>To work in line with Lewis-Manning's Mission, Vision and Values</p>

Main Duties and Responsibilities, to assist the Shop Manager to:

Sales:

- Ensuring a high level of customer service through the application of behaviours from our core values.
- Implementing in store promotions as directed by your Line Manager.
- Promoting fundraising activities such as events, lottery, and raffle sales.

Store Appearance:

- Ensuring visual store and window displays are effective and attractive

- Maintaining a professional standard of shop layout that is easy for customers to understand and accessible.
- Keeping the store organised, tidy and clean.

Donations:

- Actively encouraging customers to donate items in branch whether they be gift aided or non-gift aided.
- Maximising profit through Gift Aid sign ups.
- Following process for cash donations in line with company procedure.

Stock & Sorting:

- Adherence to stock sorting processes followed as per the Lewis-Manning Hospice Care Operations manual.
- Ensuring that all items displayed within each branch are priced according to the current pricing matrix re: clothes.
- Making sure there is adequate stock on display, this may include moving large volumes of stock around.
- Following the Lewis-Manning Operations Guide to ensure all items are rotated and discounted in line with company procedures.
- Managing items of branded or bought in stock appropriately, selling within briefed prices and instructions.
- Following H&S procedures
- Maintaining a clean and safe stock room.

Administration:

- Completing daily banking processes on time and in line with instructions in the Lewis-Manning Operational Manual.
- Notifying line manager of any suspect activity or security issues.
- Being responsible for keeping hospices information, such as but not limited to financial data, hospices developments confidential unless otherwise advised.

Health and Safety:

- Maintain a safe working environment that protects you, staff, the public and volunteers.
- Comply with Lewis Manning Health and Safety guidelines and checks as directed.
- Report any health and safety and/or maintenance issues directly to line Manager immediately.

General:

- To cover shops where low staffing levels exist
- Any other duties as appropriate.

The above is not an exhaustive list of duties and you may be required to perform additional tasks within the organisation.

Health and Safety

It is the responsibility of all staff to:

- Take reasonable care for the Health and Safety of themselves, colleagues, patients and visitors

- Report (without delay) any accidents, incidents, near-miss events, risks, faults or defects
- Use all work equipment (medical devices, dangerous substances, machinery, transport, means of production, and safety equipment) in accordance with training and instructions provided
- Not use such items or equipment unless they have received appropriate information and training

Infection Control

It is the responsibility of all staff to:

- Take individual responsibility for the prevention of infection
- Ensure high level of personal hygiene, hand hygiene in particular

Safeguarding

Lewis Manning Hospice is fully committed to safeguarding the welfare of all vulnerable adults, children, and young people, by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Confidentiality and GDPR

Any matters of a confidential nature, including individual staff records must under no circumstances be divulged or made available to any unauthorised person(s). Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1998 and GDPR regulations 2018, or an action for civil damages under the same Act in addition to any disciplinary action taken by the organisation which might include dismissal. You should consult your line manager if you consider that there is a need to breach such confidentiality. You are advised that throughout your employment the organisation will collate information to support performance management.

It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998 and the GDPR regulations 2018

Equality, Diversity and Inclusion (EDI)

It is the responsibility of all staff to:

- Recognise the importance of people's rights and act in accordance with legislation, policies and procedures.
- Support people who may need assistance enabling them to make best use of their abilities.
- Acknowledge and recognise people's expressed beliefs, preferences and choices, respect diversity, value people as individuals and encourage others to do so.
- Promote a "can do" approach and an open and fair culture throughout the organisation.

Training and Development

- All of our employees are provided with training development opportunities.
- Performance Review commitment
- The organisation is committed to ensuring all staff receive an annual review, participate in the review scheme, and develop, in conjunction with their line manager an agreed personal development plan. All staff are expected to participate in the review scheme.

Our Values:

- We are patient centred
- We listen to what matters
- We are kind
- We are accountable

This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder. It should be taken as the current representation and consequently a job description review will automatically take place as part of the annual appraisal.

This organisation is committed a policy of equal opportunities and is a smoke free working environment.

Name (please print)	Signature:	Date:

PERSONAL SPECIFICATION

Post: Bank Retail Sales Assistant

Department: Retail

	Essential	Desirable
Experience	<ul style="list-style-type: none">• Experience in a retail environment	<ul style="list-style-type: none">• Experience of volunteering and charities• Supervised a team• Supervised fundraising activities or other events• Responsibility for the monitoring and maintenance of a safe working environment
Knowledge and Skills	<ul style="list-style-type: none">• A strong communicator that can build relationships with team and customers• A team motivator• Can work alongside a manager and help to deliver the long-term goals of the shop	<ul style="list-style-type: none">• Visual merchandising skills• Creative approach to meet demand and maximise sales and profits
Attitudes and values	<ul style="list-style-type: none">• Flexible and adaptable• Self-motivated• Compassionate with an enabling and empowering approach• Active listening• Committed to confidentiality and equal opportunities• Understand the importance of “What Matters”• Team worker• Committed to self-development and learning• Commitment to excellent person-centred care• Commitment to the values and ethos of Lewis-Manning Hospice Care.• Able to act as an advocate and ambassador for the Charity.	