



THE SHAKESPEARE HOSPICE

JOB DESCRIPTION

Title: Sales Assistant

Line Manager: Furniture Shop Manager

Summary of role: The purpose of the job is to assist the team to maximise income for the Hospice. Focussing on sales, merchandising, stock rotation and excellent customer service, you will be part of a cohesive team to promote the work of The Shakespeare Hospice within the local community.

Principal Responsibilities:

1. To maximise sales targets of the Charity shop through effective merchandising, stock control and display techniques.
2. Deliver the highest standard of courtesy and service to customers and those donating goods
3. To work with the volunteers, ensuring compliance with Hospice policy guidelines.
4. Ensure that you are aware of Policies and Procedures including Health and Safety, Manual Handling and Fire regulations.
5. Assist volunteers and colleagues appropriately to ensure everyone meets Hospice Policies and Procedures
6. Ensure that the shop premises are clean and tidy and that goods are well presented.
7. Accept, record, sort and price donated goods and keeping the work area organised and clean.
8. Reconcile and bank takings daily, control petty cash and compile weekly returns, as trained and requested .
9. Assist in the promotion of the shops to generate regular donations and active customer base
10. To promote the work of the Hospice as agreed with the Line Manger.
11. To abide by Hospice Policies and Procedures
12. To attend relevant training as identified by the Line Manager

13. To undertake any other duties commensurate with the post.
14. The job description is subject to periodic review with the post-holder and may be revised as service requirements change.

Other Responsibilities

- Abide by all Hospice Policies and Procedures
- Undertake all mandatory training as required
- Participate in annual appraisal and personal development review
- The post holder must familiarise themselves with matters relating to Health & Safety Management, as affecting themselves, their department and the Hospice as a whole.
- Promote the hospice vision and values at all times

This is an outline Job Description and is subject to review in consultation with the post holder according to the needs of the service.

The Hospice operates a No Smoking Policy

PERSON SPECIFICATION –

The successful candidate will need to demonstrate:

CRITERIA	E or D = Essential or Desirable	Assessed: A = Application form I = Interview T = Test at Interview		
		A	I	T
WORK EXPERIENCE				
Experience in a Retail setting	D	√	√	
Working with a team of volunteers within a Retail setting	D	√	√	
QUALIFICATIONS/KNOWLEDGE				
Retail skills in selling and customer service to NVQ Level II/III	D	√	√	
Merchandising skills and Stock Rotation	D	√	√	
Knowledge of The Shakespeare Hospice	E	√	√	
SKILLS AND ABILITIES				
Professional Attitude and Appearance	E	√	√	
Excellent communication skills – broad ranging and diverse.	E	√	√	
Work on own initiative but with the ability to work as part of a variety of teams.	E	√	√	
Able to contribute to ensure sales/ targets are achieved.	E	√	√	
Good personal organisational skills and ability to prioritise tasks.	D	√	√	
Good IT skills	D	√	√	
Reliable, flexible and punctual with good attention to detail.	E	√	√	
Adaptable.	E	√	√	
Please sign to confirm you have read and understood :				
Name:				
Signature:				
Date:				