
| | |
|---------------------------|---|
| Date: | June 2023 |
| Position: | Retail Assistant |
| Responsible to: | Senior Shop Manager Retail Business Manager |
| Key Relationships: | Shop Manager Assistant Shop Manager Shop Volunteers Storeman Foundation Team Volunteer Co-ordinator Human Resources /Payroll Office Customers Other Staff, including other Retail Staff |

Purpose of position:

To assist with the day to day running of the Hospice Shop in an efficient and effective manner, to create positive customer experience and interactions aiding in achieving agreed annual financial budgets, and to support the team of volunteers who staff the shop.

| |
|------------------------------|
| Key Responsibilities: |
|------------------------------|

- To man the till, processing customer purchasers and respond to customer queries ensuring that all customer have a positive shopping experience.
- To ensure the Hospice Shop is opened on time and is secured at the end of each business day.
- To assist the training and induction of volunteers in all areas of their roles as directed by the Shop Manager, Retail Manger, and Volunteer Coordinator.
- To foster a positive environment with active leadership and support for volunteers so they feel valued as members of the organisation, managing any conflict that may occur.
- To assist new volunteers with completing the Volunteer Application form and forward completed forms to the Volunteer Coordinator promptly.
- To ensure the shop is kept clean and tidy at all times, including the bathroom facilities.
- To ensure all stock is sorted and displayed for sale as soon as possible.
- To ensure items of value are set aside for further assessment/investigation.

Demonstrate acceptance and understanding of the Treaty of Waitangi and its principles

- Integrate the principles of the Treaty of Waitangi into practice wherever practical
- Is aware of appropriate cultural protocols and practices of Arohanui Hospice services.
- Develops partnerships with AH teams and stakeholders as appropriate.

Health & Safety

- To maintain a safe and healthy working environment for volunteers, other staff, and customers, consistent with Arohanui Hospice's health and safety policies, ensuring any incidents or accidents involving volunteers, staff or customers/visitors are recorded on the appropriate form and submitted to the Health and Safety officer within required timelines.
- Take responsibility for the health and safety of yourself and others, in partnership with the organisation
- Ensure all hazards are identified and reported within agreed timeframes.

Person Specification

Qualifications and Experience:

- Able to demonstrate strong and successful retail experience.
- Proven positive customer service skills
- Experience in cash handling essential.
- Prior experience managing staff and/or working with volunteers preferred.

Skills and Abilities:

- Knowledge of commercial acumen.
- Friendly and approachable manner.
- Able to communicate at all levels and to be fully understood.
- High degree of initiative.
- The ability to organise, manage deadlines and to establish workable systems and processes.
- Able to find solutions and is comfortable with responsibility.

Flexibility

It is essential that the appointee to this position is able to work flexibly and co-operatively by:

- Being available to provide cover for the Shop Manager in the event of planned and unplanned absence, leave, sickness etc.
- Being available to work school holidays and other holiday periods such as Christmas and New Year if required to.
- Being available to work on special Hospice events, if required.

Signatures

Position Holders Name

Signature

Date: