

## JOB DESCRIPTION

<b>Job Title</b>	Retail Operations & Gift Aid Administrator
<b>Reports To</b>	Retail Operations Manager
<b>Location</b>	Main base is at the Commercial Office, Long Ashton; ad-hoc requirements to visit shops and work in Warehouse as requested or for special projects.
<b>Department</b>	Retail Operations
<b>Job Purpose</b>	As part of the Retail Operations & Gift Aid Team, you will play an integral role in facilitating the Retail Gift Aid notification and claim process and all other retail support and operational functions; you will use the Nisyst (Chariot) GA database, SAP PO system and the Acopia ordering portal to complete those functions plus being the lead for administration required on general Retail Support duties for all stores.
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• Retail Operations Manager</li> <li>• Shop Managers</li> <li>• Senior Retail Team</li> <li>• Acopia Supplier Team / Chariot Helpdesk</li> <li>• Finance Team</li> </ul>
<b>Key Responsibilities</b>	<p><b><u>Gift Aid processing via Nisyst Chariot GA Donor Database</u></b></p> <ul style="list-style-type: none"> <li>• Facilitate the data-processing of Retail Gift Aid Declarations (new donors) received from shops, by using the GA donor database (Nisyst Chariot)</li> <li>• Verify and correct declarations to ensure accurate HMRC status (on Chariot)</li> <li>• Record and categorise incorrect data for auditable trail &amp; feedback, via spreadsheet</li> <li>• Contact Shop Managers with their team performance reports to support ongoing training and best practice.</li> <li>• Conduct Retail Gift Aid database cleansing activity by updating donor contacts</li> <li>• Manage the Gift Aid inbox of both donor and shop queries as first point of contact</li> <li>• Acknowledge/answer incoming donor queries, received by phone or letter</li> <li>• Ensure and maintain compliance with HMRC and GDPR in all donor actions</li> <li>• Action correct scanning and filing of declarations so as to ensure good retrieval</li> <li>• Complete Gift Aid notification process as required, with other team members</li> </ul> <p><b><u>Lead shop consumables ordering process for supply via Acopia portal</u></b></p> <ul style="list-style-type: none"> <li>• Using the Acopia ordering portal, facilitate the first line authorisation for shop managers requests for their sales consumables.</li> <li>• Be the first point of call to deal with day-to-day enquiries and queries between shop managers and Acopia customer service&amp; sales desk to ensure smooth process.</li> <li>• Upon analysis of shop manager requests, highlight any spending trends and bigger picture issues or opportunities to the Retail Operations Manager.</li> <li>• Troubleshoot and fulfil ad-hoc shop requests, finding best solution for all.</li> <li>• Be conversant on existing stocks available at other sites to enable sharing for costs and to avoid wastage.</li> <li>• Manage requests carefully so as to maintain cost efficiency and avoid delivery delays.</li> </ul>

#### **General Retail Operations duties**

- Manage the shared retail team inbox used for operational requests.
- Fulfil shop manager stationery requests.
- Deal with general shop queries via phone and email.
- Contact shops for retail data collation or other estate-wide information as required.
- Support Area Management Team with to fulfil retail-lead projects.
- Lead on administrative tasks as directed (e.g.) annual workplace hazard assessments.
- Visit shop teams on their site to understand and support with operational problems to offer solution as deemed appropriate.
- Offer support for shop teams or escalate where required.
- Ensure actions contribute to the retail strategy in securing Hospice services for the long term.

#### **Purchase ordering via SAP Concur system**

- Raise purchase orders (as trained) to external companies, as directed for authorisation by Retail Operations Manager
- Use PO reporting functions to analyse trends and history
- Work with Retail Operations and Finance Teams to identify any specific discrepancies or concerns and seek resolution

#### **Retail Team approach - requirements**

- Empathise fully with the ethos of the Hospice and work according to its values
- Be conversant with Hospice policies and procedures
- To always abide by the Hospice Confidentiality Policy
- To uphold the reputation of the Hospice by delivering a professional working relationship with all Hospice partners
- To attend meetings, training sessions and briefings as required
- To liaise with other Hospice departments as required and directed
- To be monitored and appraised by the Retail Operations Manager

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### **Equality Statement**

St Peter's Hospice expects all staff and volunteers to act in a way that is consistent with organisational procedures and the law relating to equality, diversity and rights and to treat everyone with whom they come into contact equitably, with respect and without discriminating.

They should recognise and appreciate that people, both colleagues and service users, are different and act in ways that are consistent with their needs and preferences. They should ensure that the practices and processes operated in their areas of work are fair and provide equitable treatment for all and they should take effective action to deal with any discrimination or unfair treatment of which they become aware.

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## **St Peter's Hospice Values**

**Excellence** – to strive to be the best we can, listen, learn and innovate

**Compassion** – to show understanding and care in everything that we do

**Respect** – to value everyone and embrace the value of our differences

**Passion** – to be proud of our work and the impact we have

**Collaboration** – to work as one team built on shared goals and effective relationships

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## **Health and Safety**

Under the provisions of the Health & Safety at Work Act 1974, it is the duty of every employee

i) to take reasonable care of themselves and others at work;

ii) to co-operate with the Hospice as far as is necessary to enable them to carry out their legal duty;

iii) to not intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

## **Rehabilitation of Offenders**

The Hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records.

We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the Hospice.

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## **Scope of Job Description**

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

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## PERSON SPECIFICATION

**Note:** Please use the 'Evidenced by' column to indicate where the criteria should be demonstrated A= Application Form, I = Interview, A/I = Application & Interview.

**This column is optional**

Criteria	Essential	Desirable	Evidenced by
<b>Qualifications</b>			
High level of accuracy and good literacy skills	x		A
Strong numeracy skills	x		A
Effective verbal and written communication skills			
Previous use of Microsoft Office including Word, Excel & Outlook	x		A
GCSE or equivalent in Maths & English	x		A
<b>Knowledge &amp; Experience</b>			
Ability to work with data & systems	x		A
Enjoy an office environment	x		I
Ability to travel to other sites as requested	x		I
Experience of working in the charity sector		x	I
Previous knowledge within an administrative role		x	I
Knowledge of the Retail Gift Aid process		x	I
An affinity to the work of the Hospice	x		I
<b>Skills</b>			
Detail orientated & eye for a high level of accuracy	x		A
Confident and effective communicator with both internal and external customers	x		A
Excellent interpersonal skills with the ability to assess and appraise a situation and respond appropriately		x	I
Able to represent the Hospice in a professional to both internal and external partners, customers and donors	x		I
Ability to multi-task and work effectively under pressure on several activities at once	x		I
Able to work independently on set tasks	x		I
Eye for problem solving			
Ability to manage priorities within workload			
Logical approach to work			
<b>Personal Attributes</b>			
An understanding and empathy for the work of the Hospice	x		I
Driving license and own transport		x	I
Enthusiastic & positive	x		I
Strong attention to detail	x		I
Flexible and adaptable	x		I
An approach to mirror Hospice values: excellence, respect, passion and collaboration	x		I
Team player who enjoys being part of a team with collaborative working across departments	x		I



**St Peter's Hospice**  
For Patients, Families and Bristol

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