

East Anglia Children's Hospices - EACH

Job Description



Job Title: Retail Shop/Café Assistant

Responsible to: Shop Manager/Café Manager

Directorate: Retail

Job Summary:

- Assist the shop manager in maximising sales of donated stock, New Goods, Gift Aid and eCommerce to achieve sales targets.
- Assist the Café Manager in the day to day running of the café
- Support the shop volunteer team by providing guidance and direction to their efforts.
- Act as Duty Manager in the absence of the shop/café manager.
- Support EACH retail in its ambition to be the most loved charity shop in our community.

Responsibilities:

Retail Performance

- Manage and undertake the sorting, moving and storage of high volumes of donated goods, preparing items for display and sale, and rotating stock in line with EACH standards and procedures.
- Maintain a high standard of display, presentation and cleanliness throughout the shop floor and stockroom including cleaning, organising stock, and retouching displays, tidying rails and shelves etc.
- Understand the shop performance and maximise income by supporting the shop manager in ensuring consistency in the quality and pricing of goods and the planning and implementation of promotional retail activities.
- Promote Gift Aid to donors, support initiatives for growth, and process in line with EACH procedures.
- Support the growth of eCommerce by selecting & listing product on EACH chosen platforms such as eBay.

Café Performance

- Placing food and beverage orders on EPOS till system
- Food and beverage preparation delivered to the required standards
- Maintain high standard of food hygiene at all times and report any areas of concern

- To maximize food and beverage sales through upselling at all possible opportunities
- To ensure that the café is kept clean and tidy at all times. This will include checking and clearing tables. All crockery and equipment to be thoroughly cleaned and work surfaces wiped down regularly.
- To display, as required, foods and drinks in order to maximize catering sales.
- To check the levels of drinks and products in the display units, replace them as required and notify Cafe Manager/Duty Manager of any low stock items.

Volunteers & staffing

- Provide support to partner shops by carrying out the role of Retail Assistant in an alternative location when required.
- Assist the Shop and Café Manager with recruiting volunteers and providing guidance, training and direction.
- Promote a happy & supported working environment in which all volunteers can thrive and make a positive contribution.

Duty Manager

- Act as duty manager in the absence of the shop or café manager by undertaking all aspects of security including opening and closing the shop at the end of the day, daily/weekly banking, health and safety compliance and all reporting processes.
- Provide guidance, training and support to employees and volunteers to ensure that excellent customer service is delivered at all times.
- Advise the Shop Manager about any property problems, hazards, or health & safety issues.

Community

- Support the Shop Manager in initiatives to build community support for stock donations, volunteers and retail activity.
- Be a good representative of EACH, embracing our values and behaviours, and ensuring positive relationships with customers and the local communities.

General

- Assist the Shop Manager in the effective day to day management of health and safety, food safety and ensuring compliance with EACH policies, procedures and legal requirements, in relation to work areas and associated work activities.
- Undertake any other duties that are within the scope, spirit and purpose of the job, the title of the post and it's grading, as requested by your line manager or their higher level of authority.

General requirements

- Maintain confidentiality in all areas of work at EACH.
- Ensure that your conduct within and outside EACH does not conflict with organisational expectations.
- Actively support and promote EACH and all its policies.
- Promote the safeguarding and welfare of children, young people and vulnerable adults
- Ensure an awareness and observation of Fire and Health and Safety Regulations.

- Ensure the respect, dignity and rights to privacy of children, young people and their families as far as possible.

EACH - Values

Empathy and understanding

Understanding the view and feelings of others is central to our work relationships and how we interact daily

Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve

Open and respectful

We operate in an honest and participative way. Welcoming constructive feedback and different views, we understand the power of words and behaviour and hold ourselves accountable for maintaining a positive and considerate work environment

Make it happen

We are empowered to and take responsibility for getting things done

Additional Points of Reference

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

The management and clinical philosophy of EACH is based on a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate according to this concept. All staff must be sympathetic to, and able to project the philosophy and concept of hospice care.

The role of volunteers is integral with the work of EACH, and paid staff are required to underpin this in their attitude and actions.

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Person Specification



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	Essential	Desirable
Knowledge/ Training	<ul style="list-style-type: none"> A good understanding of the needs of volunteers. 	<ul style="list-style-type: none"> Understanding of financial and numerical information and the importance of hitting targets.
Experience	<ul style="list-style-type: none"> Working in a team environment and providing support & guidance to other team members. Managing own workload with limited supervision and working under pressure to achieve targets. 	<ul style="list-style-type: none"> Retail or management experience Previous café or food and beverage experience
Skills & Abilities	<ul style="list-style-type: none"> A warm and welcoming approach with excellent people, communication & customer service skills. Able to work with the minimum of supervision, prioritise & multitask, and use own initiative to solve issues. Able to lift and carry bags and boxes full of donated stock, including clothes and books, and (depending on shop) light/heavy furniture. Confident on electronic devices such as tills, tablets & computers, cashing up, counting monies and till operations. 	<ul style="list-style-type: none"> Full UK drivers licence and able to travel between shops. A keen sense and appreciation of visual display. Valid Food Hygiene and Safety Certification
Other Requirements	<ul style="list-style-type: none"> Able to work weekends and public holidays. Able to travel to cover other shops and attend training as requested 	