



Job Description & Person Specification

Douglas Macmillan Hospice
Barlston Road, Stoke-on-Trent, ST3 3NZ

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Job Title:	Shop Section Supervisor – Customer Services
Responsible to:	Community Shop Manager
Accountable to:	Head of Retail
Published:	March 2020
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Department Function:

Dougie Mac Hospice have 21 charity shops across North Staffordshire, plus an E-bay platform and a Recycling and Service centre. The Charity Shop operation employs over 90 staff and is supported by 500 volunteers. The income from our Charity Shop trading activities plays a crucial role in funding palliative care for adults, children and young adults, at our Hospice's in Blurton and Trentham and in people's homes in the community.

Job Summary:

Working under the direction of the Shop Manager this role will focus on Customer Services on the sales floor and specifically the Till Point. Overseeing the customer journey around the shop through to the till point completing the purchase process.

Key Responsibilities:

Supervision of Volunteers

- You will work with and guide volunteers assigned to assist on the sales floor and at the till point.
- Any adverse incidents or matters will be immediately escalated to the Shop Manager to be dealt with timely/accordingly.

Sales Floor Activities:

- Following the published guidelines oversee customer enquiries and till point activities.
- Be prepared to alert the Manager/Deputy of concerns regarding inappropriate behaviours of customers including potential shop lifting concerns
- Assist when requested by the Manager/Deputy with the movement of donated goods around the sales floor to maximise sales.
- Keep a watchful eye out for label swapping and take steps to rectify.



DMHospice.org.uk

Dougie Mac formally known as the Douglas Macmillan Hospice RCN 1071613
Registered Company Number: 3615904

Till Point:

- Under supervision of Manager/Deputy set up till at beginning of the day and cash up at the close of the day.
- Keep Till Points well organised, clean and professional in appearance.
- Alert Manager/Deputy to any concerns about irregularities in till protocols.
- Ensure that all opportunities to claim gift aid from donations are taken, making sure documentation is accurate and compliant with regulations.

Volunteer Training:

- Support with training of volunteers working on the sales floor and/or Till Point.
- Provide guidance to volunteers in respect of customer service, till operation, payment transactions and other relevant tasks.

Customer Service Levels:

- Ensure all customers have a positive and helpful experience in all aspects of shopping in a Dougie Mac Shop.

Dougie Mac Values:

Our mission is to deliver excellent **CARE** to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.

- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

Safety Health Environment (SHE):

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

Quality:

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
 - Familiarise themselves with the policies and procedures relevant to their role.
 - Ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
 - Report incidents when things go wrong and provide evidence that they have learnt from the experience.
 - Record all adverse comment made by patients and their families as well as customers, donors and the wider public.
 - Raise concerns when they see any unsafe practice within your place of work.
 - Attend mandatory training.

This job description is intended to be the main guide to the principal duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

Person Specification:**Skills identified via: A = Application Form. I = Interview. E = Interview Exercise/Assessment**

Attributes	Essential	Desirable	How Identified
Qualifications & Training <i>Professional and post basic qualifications. Specialised training required for this post.</i>			
Good general level of education to GCSE standard or equivalent.	✓		A & I
NVQ qualification. A-Level qualification. First Aid Trained. Health and Safety Trained.		✓	A
Experience <i>Type and level of job-related experience required.</i>			
Evidence of working in a busy Retail environment with the ability to meet the demands of a varied role.		✓	A, I & E
Able to deliver excellent customer service in a sales environment & ability to represent an organisation in a professional manner.	✓		A & I
Payment handling experience, including card and cash handling and familiar with working on an EPOS till system.	✓		A & I
Experience of working with a team of volunteers.		✓	A & I
Skills & Knowledge <i>Type and level of job-related experience required.</i>			
Excellent communication and interpersonal skills.	✓		I & E
Excellent organisational and time management skills.	✓		I & E
Knowledge of manual handling of objects/stock or similar.	✓		A, I
Excellent customer care skills with the ability to deliver customer expectations and handle difficult and sensitive situations.	✓		A & I
Knowledge of the local area.		✓	I
Computer literate and ability to use Microsoft Office. Programs i.e. Word/Outlook & Excel.		✓	A & E
Pricing and product knowledge.		✓	I & E
Training, coaching and mentoring skills		✓	I
Aptitudes & Attributes <i>Aptitudes and personal qualities required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative.</i>			
Friendly and compassionate manner.	✓		I
Self-motivated, positive with a “can do” attitude.	✓		I
Ability to work in a “team” which includes volunteers.	✓		I & E

Ability to maintain confidentiality and committed to the purpose and values of Dougie Mac Hospice.	✓		A & I
Understanding and empathy of a hospice environment.		✓	I
Other Job Requirements			
<i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>			
Able to work contracted hours on any of the 6 days the business operates, working flexibly to meet the shift requirements.	✓		I
Cross promote other income streams i.e. Gift Aid, weekly Lottery tickets etc.	✓		I
Dress in a way that conforms to accepted codes of dress, termed smart but practical for business needs.	✓		I
Able to meet the physical requirement of the role i.e. bending, lifting, carrying loads (sometimes heavy) and climbing stairs.	✓		I
Be willing and able to provide emergency cover at any of our other Dougie Mac Retail shops should the need arise.	✓		I
Access to a vehicle and have a driving license for attendance at Main Hospice meetings from time to time.		✓	A & I

***National Qualification Framework**

National Qualifications Framework	
8	Specialist awards
7	Level 7 Diploma (Professional Qualifications)
6	Level 6 Diploma (Professional Qualifications)
5	Level 5 BTEC HND
4	Level 4 Certificate
3	Level 3 Certificate (OND), Level 3 NVQ, A levels
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G
Entry	Entry Level Certificate in Adult Literacy

Framework for Higher Education levels (FHEQ)	
Doctoral (D)	- Doctorates
Masters (M)	- Masters degree, post graduate certificates and diplomas
Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
Certificates (C)	- Certificates of higher education.

