



### JOB DESCRIPTION

<b>Role Title:</b> Sales Assistant	<b>Rank:</b> SA
<b>Reports to:</b> Shop Manager	<b>Notice Period:</b> 1 month
<b>Direct Reports:</b> None	
<b>DBS Check:</b> Enhanced & Barred	
<b>Team and Directorate:</b> Income Generation - Retail	
<b>Location:</b> Various	<b>Date:</b> October 2025
<p><b>Summary of the Role's Main Purpose:</b>          As a Sales Assistant, you'll be the friendly face of our hospice shop, helping customers, supporting volunteers, and ensuring the shop runs smoothly. You'll contribute to creating a warm, inclusive environment while promoting our mission and values.</p>	

#### MAIN DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service, greeting and assisting shoppers with warmth and professionalism.
- Operate the till and handle cash/card transactions accurately.
- Maintain high standards of shop presentation, including merchandising and stock replenishment.
- Assist with sorting, pricing, and displaying donated goods.
- Support volunteers and work collaboratively with the shop team.
- Ensure the shop is clean, safe, and welcoming at all times.
- Promote Gift Aid and other fundraising initiatives.
- Opening and closing premises as required.
- Lone working will be required.
- Uphold the values and ethos of Helen & Douglas House in all interactions.

#### Key Technical Skills, Knowledge, Experience and Behaviours:

##### Essential:

- Friendly, approachable, and customer-focused.
- Reliable and punctual with a positive attitude.
- Able to work as part of a team and independently.
- Willingness to learn and take direction.

##### Desirable:

- Previous retail or customer service experience.
- Understanding of charity retail and the importance of fundraising.
- Experience working with volunteers or in a community setting.

#### What We Offer

- A supportive and inclusive team environment.
- Training and development opportunities.
- The chance to make a meaningful difference in your local community.