

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Clinical Staff** |  | **Non-Clinical Staff** |  | **Volunteers** |  | **Flexi-Bank Staff** |  |

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| **ROLE:** | **Donations Co-ordinator** |
| **REPORTS TO:** | Retail Manager |
| **PAY BAND:** | Level 2 - £25,862 to £32,025 for a 37.5 hour week |
| **LOCATION:** | Hospice Superstore, Spring Valley Industrial Estate, Douglas |

**PURPOSE OF ROLE:**

To ensure high levels of customer satisfaction through excellent service whilst providing administrative and operational support for all our retail stores. It is imperative that you can relay the Hospice story to our customers advising them on the value of their purchases and donations to ensure funding continues for Hospice.

**KEY DUTIES- what you will do:**

Co-ordinating donations received at Hospice’s main donation hub (Superstore), opening boxes/bags of donated items and sorting/sizing and labelling these into the appropriate areas to maximise future sales e.g. clothing, household, accessories, bric-a-brac etc.

Liaising with our shop’s Supervisors, you will be involved in re-stocking and displaying donated items in the superstore and shops to maximise pricing of donations for sale using our Electronic Point of Sale system (EPOS).

We have a wonderful team of volunteers who offer invaluable assistance to our team for day-to-day retail store operational requirements including shop orders, part of your role will be to guide/instruct and support this team.

To provide excellent customer service and ensure that the customer experience with Hospice is welcoming and first class.

You will be required to work (at times) without supervision, using your own initiative to drive sales.

This job description is not meant to be exhaustive, and you may be asked to carry out other reasonable duties as required. It will be reviewed on a regular basis and adapted as required to reflect the changing needs of the service.

**Health and Safety**

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. The employee will observe appropriate legislation and codes of practice in connection with their role.

**Person Specification: What we need you to bring.**

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| **Qualifications:** | **Is it essential or desirable** | **How we will assess** |
| GCSE or equivalent maths & English grade C or above | **D** | **A & I** |
| **Experience:** | | |
| Previous retail experience | **E** | **A & I** |
| Working within a team | **E** | **I** |
| Knowledge of Electronic till systems | **E** | **A & I** |
| Training and supporting volunteers | **D** | **A & I** |
| Generating and Managing Rotas | **D** | **A & I** |
| **Skills/Competencies:** | | |
| Good customer relationship skills | **E** | **I** |
| Excellent organisational skills | **E** | **A & I** |
| Ability to follow policy and procedure | **E** | **A** |
| Competent in Microsoft Office: word, Excel | **E** | **A** |
| Attention to detail | **E** | **A & I** |
| Self-motivated and ability to use own initiative | **E** | **A & I** |
| Effectively prioritising a competing and demanding workload | **E** | **A & I** |
| **Personal Qualities/Behaviours:** | | |
| Confidence in giving advice and information | **E** | **I** |
| Excellent communication skills both oral and written | **E** | **A & I** |
| Remain calm under pressure | **E** | **I** |
| Respond positively to change | **E** | **I** |
| **Other:** | | |
| Flexible approach to working | **E** | **I** |
| Resilience | **E** | **I** |
| Full Clean Driving Licence | **D** | **A & D** |
| Disclosure and Barring Service certificate | **D** | **A & D** |