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| **JOB DESCRIPTION** | |
| **Job Title:** | **Retail Van Driver and Deputy Shop Manager** |
| **Reports to:** | Retail Manager |
| **Location:** | Primrose Shops |
| **Hours:** | Full Time 37.5 hours per week  This post will require Saturday working and occasional Sundays |
| **Salary:** | £21,722 Actual / FTE |

**Job Role**

This is a flexible role providing support to the Retail Team with the collection and delivery of furniture and goods, distribution of stock between shops and deputising for shop managers in any of our shops.

**Duties and Responsibilities**

* To complete all training within required timeframes and work safely at all times.
* To demonstrate excellent customer service, internally and externally, always promoting good practice and to present a positive and professional image to customers, staff and volunteers at all times being an ambassador for the Hospice.
* To deliver and collect goods from donors ensuring they are in a fit condition for sale and have fire labels if needed.
* To actively promote and source stock donations from customers and the local community. Promote gift aid to all our donors and maximise the use of Electronic Point of Sales (EPoS) package to generate gift-aided income.
* To transfer stock between shops as agreed with the Retail Manager.
* To take reasonable measures to prevent any loss of goods or any damage to goods whilst in transit.
* To check the shop vehicle is maintained and roadworthy prior to each use and carry out daily routine maintenance checks on van (tyres, oil, water, etc). Secure the van and contents at all times. To be responsible for the security of the petrol loyalty card and ensure the van is refuelled as required.
* To always drive in a competent and courteous manner.
* To accurately complete all relevant paperwork and time sheets to agreed deadlines and procedures.
* To motivate, nurture, direct and support shop and van volunteers.

**When deputising for shop managers, the postholder will:**

* Ensure the shop sales performance is maximised by ensuring stock is correctly priced and merchandised effectively.
* Manage aspects of stock collection and preparation; ensuring that stock processing levels are sufficient to achieve required shop floor density.
* Maintain an excellent standard of housekeeping, creating an environment that is pleasant, welcoming, and safe for customers, shop staff and volunteers.
* Ensure that the shop is open as required and on time and take responsibility for the duties assigned to a shop key holder.
* Comply with Primrose Hospice guidelines and procedures, particularly in relation to shop security and health and safety regulations.
* Be responsible for cash handling, banking, and associated administration, ensuring that all till operations are carried out in accordance with the Hospice’s policies and procedures. Balance takings to till readings and complete the Daily Analysis Sheet and ensure that sales are properly recorded, and that any necessary paperwork is correctly processed.
* Record repairs and maintenance in the ‘Shop Book’ and bring these to the attention of the Shop Manager or Retail Manager.
* Attend Retail Team meetings and Team Briefings as required and any regular meetings with the Retail Manager.

**Working conditions / Physical requirements**

* Work pattern will be determined by demand and is allocated by the Retail Manager.
* The role involves a large amount of physical / manual handling work.
* There may be the flexibility of some out of hours work required, but this would always be in a planned manner with a Time Off In Lieu (TOIL) system operating.
* There may be contact with individuals and families who are experiencing considerable emotional distress.

**Other duties**

The post-holder will:

* Work closely with the Retail Manager and Retail Team members and other hospice staff.
* Prepare for and take an active part in the appraisal process in accordance with organisation policy in partnership with the reviewer, identifying opportunities to develop own competence/own skills in order to achieve objectives.
* Attend mandatory update training sessions i.e., manual handling, fire training as appropriate
* Undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.
* Act at all times in a professional manner, respecting the needs of colleagues and volunteers and co-operating to maintain a positive working environment.
* Adhere to the Hospice values at all times.

This is not an exhaustive list of responsibilities, and the post holder will be expected to undertake other duties within the remit of the job and appropriate to their level of seniority as requested by the relevant line management

# ASSISTANCE

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency, and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

# CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff, or volunteers must not be divulged to any unauthorised person.

# DATA PROTECTION

You should make yourself aware of the requirements of the General Data Protection Regulation / Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

# HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions, and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

It is expected that you will be committed to the core purpose of the Hospice and will act as an ambassador for the Hospice, actively promoting it throughout your role. It is also hoped that as the Hospice is heavily reliant on charitable donations you will support promotional activities where possible showing support to your colleagues in the spirit of team working.

**Agreement**

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| **Approved by Line Manager - Signature:** |  |
| **Job Holder’s Name** |  |
| **Signature:** |  |
| **Date agreed:** |  |
| **Reviewed:** |  |