



## Job Description & Person Specification

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

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<b>Job Title:</b>	Shop Assistant
<b>Responsible to:</b>	Community Shop Manager
<b>Accountable to:</b>	Head of Retail
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### Department Function:

Dougie Mac Retail function run 21 charity shops across North Staffordshire, plus an E-bay platform and a Recycling and Service centre. We employ over 90 staff and are supported by 500 volunteers. The income from our Retail activities plays a crucial role in funding palliative care for incurable conditions for adults, children and young adults wherever and whenever local people need us.

### Job Summary:

The Shop Assistant role is to support the effective daily operations of one of our charity shop under the direction of the Community Shop Manager. This role is pivotal in maximizing sales, ensuring excellent customer service, alongside a dedicated team of volunteers.

### Main Duties and Responsibilities:

- **Maximize Sales Income:** on a day to day basis you will be required to undertake a variety of tasks, from receiving donations of stock, sorting and pricing stock, operating a till to process customer purchases, cleaning front of house and communal backrooms including toilets and kitchen areas not an exhaustive list.
- **Donation Processing:** Receive and process donations, check donor eligibility for the Gift Aid Scheme, and under the guidance of the management team ensure quality control for reselling, reuse, and recycling. Use a computerised price tag system.
- **EPOS Till:** Confidently operate the EPOS till to handle monetary donations, credit/debit card payments and administering returns.
- **Volunteer Engagement:** work alongside volunteers and flag up any concerns or issues with line manager in a confidential and respectful way.
- **Team Player:** when the Manager or Deputy are absent you may be required to provide support and assistance; this may necessitate on rare occasions and only if you are willing and have the competencies and capability, you may be asked to cover the shop in the absence of both Manager and Deputy.

- **Shop Maintenance:** Contribute to keeping the shop premises clean and tidy as directed by line manager.
- **Customer Experience:** Ensure behaviours create a warm, welcoming atmosphere for customers, donors, and volunteers, ensuring excellent customer service at all times.
- **Achieve Targets:** Be aware of the weekly and annual shop income budgets and strive to make a personal contribution to achieve the target figures.
- **Task Delegation:** Take on delegated tasks from the Community Shop Manager to ensure smooth daily operations.
- **Adherence to Procedures:** Follow all retail processes and procedures required for the role.
- **Mandatory Training:** Complete all required training, including any role-specific courses.
- **Regulatory Compliance:** Ensure compliance with Health & Safety, Trading Standards, GDPR, and other relevant regulations.
- **Gift Aid Compliance:** Offer Gift Aid to every customer, follow the process, and adhere to HMRC rules.
- **Incident Reporting:** Report any incidents, customer or donor concerns to the Community Shop Manager.
- **Stewardship:** All staff are required to ensure they are mindful of costs and exercise good stewardship of resources such as utilities, volunteer time, own time and

### 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
- Attend mandatory training;
  - 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.

**This job description is intended to be the main guide to the principle 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
<b>Qualifications &amp; Training</b>			
<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
<b>Experience</b>			
<i>Type and level of job related experience required</i>			
Evidence of working in a busy Retail environment with the ability to prioritise workload 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
<b>Skills &amp; Knowledge</b>			
<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
<b>Aptitudes &amp; Attributes</b>			
<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

**Are you interested?**

To find out more or to apply please visit our website: [www.dmhospice.org.uk](http://www.dmhospice.org.uk) or contact HR via **Telephone:** 01782 344300 or **Email:** [applynow@dmhospice.org.uk](mailto:applynow@dmhospice.org.uk) for an application pack.

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**Other Job Requirements***Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.*

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

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