



Job Description

Job Title	Grade/Salary
Retail Admin Officer	National Minimum Wage
Accountable to	Responsible for
Head of Retail	Volunteers

Job Purpose and Role

As a retail administrator you will provide essential administrative support to the charity's retail team, ensuring the efficient management of retail operations across our network of shops. You will handle a variety of tasks ranging from data entry to stock coordination, while working closely with the Head and Deputy Head of Retail and shop teams to ensure smooth day-to-day operations.

Main Duties and key result areas

General duties	• Serve as a key contact for the retail team, providing support and booking deliveries • Provide administrative support including handling phone and email enquiries, preparing reports and maintaining records within our staff, supporter and customer databases. • Coordinating furniture delivery bookings, van driver schedules including shop stock rotation & handling online furniture collection requests etc • Coordinate stationary and shop consumable orders • Support the Head and Deputy Head of retail with ongoing tasks including staff rota coordination, processing of invoices and maintaining checks and records in regard to shop stock levels and expenditure e.g. electricity readings • Support with maintaining accurate volunteer records, rotas and assisting scheduling. • Assist with processing retail income, handling petty cash. invoicing and expense claims as needed • Maintaining database for gift aid processing, stock management and sales figures. Support Heads of retail to generate reports on performance as required. • Ensure retail operations adhere to health and safety standards, data protection policies and charity retail regulations reporting any incidents and complaints in a timely manner. • Assist with creation of promotional materials, internal communications including social media posts, in shop displays etc. • Assist with ordering, stock control and till system transfers of bought in goods. • Undertake any additional retail activities, as required within your capability
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Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed

Date

Print name



Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Excellent people skills and the ability to form and maintain professional relationships	E
	Excellent administration and organisational skills	E
	Excellent customer service skills	E
	Ability to work to tight deadlines, under pressure and in a busy environment	E
	Excellent IT & digital skills	E
Knowledge & Experience	Experience of using Microsoft Office	E
	A clear understanding of data protection and confidentiality	E
	Knowledge of administration procedures	E
	Be able to demonstrate at least 2 years experience in a similar role	E
	Knowledge of Health & Safety	D
Education & Qualifications	Good standard of education/literacy/numeracy	E
	IT Qualification to level 3	E
Personal Attributes/ Key skills	Ability to work as part of a team	E
	Ability to remain calm and professional during difficult situation	E
	Ability to multi-task and prioritise whilst working to tight deadlines	E
	Be proactive, positive and enthusiastic	E
	Excellent communication skills both written and verbal	E
	Ability to work with minimal supervision, taking responsibility for your own work	E
Other	An understanding of, and empathy for, the work of Teesside Hospice	D