



JOB DESCRIPTION	
Job Title:	Bank Retail Operative
Hours of Work:	Bank
Base:	Barnsley Hospice Retail Hub
Department:	Retail
Accountable To:	Retail Sales Lead
Responsible For:	Retail Hub stock process and sales
Job Purpose:	<p>To support the Retail sales lead in the smooth co-ordination of people, product and equipment to ensure an efficient, safe, consistent, cost effective and smooth retail operation. This is achieved by a thorough understanding and awareness of the operation; excellent people skills; quick and effective decision-making; and thorough planning and organising.</p> <p>The person is expected to spend their time working with the Warehouse team to ensure that stock flows through the most appropriate retail sales channels before being processed for trade outlets and on the sales floor supporting the Retail lead to deliver the retail sales targets.</p>
Organisational Summary	<p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub.</p> <p>We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.</p>
Main Duties & Responsibilities:	
Key Duties and responsibilities	
Operational	

- Welcome donations at Retail Hub front of house and Identify stock to be sold through the various retail channels
- Along with the Retail Lead ensure items are sold in the most appropriate retail channel to maximise profit.
- Promote Gift Aid and any sales initiatives in a proactive manner.
- Working with the Retail Lead, to ensure the retail areas are always well kept and attractive to customers.
- Support the Retail Lead to develop Retail Volunteers working in e-commerce and retail to ensure they are fulfilling their duties and helping to develop their performance
- Lead by example in all areas throughout the Retail Hub
- Able to cover all other roles within the Retail and Warehouse teams,
- Any other duties / project works commensurate with role.

Communication

- Communicate effectively with volunteers, managers and colleagues.
- Any other duty commensurate with the post, as directed by management.

Other Responsibilities

1. To undertake any other duties, commensurate with the role as required by the Hospice.
2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
3. The post holder will be expected to maintain strict confidentiality at all times.
4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.
5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
6. The post holder is to ensure data protection is maintained at all times.
7. The post holder will be flexible in terms of working hours in order to meet service needs.
8. The post holder will support the Hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

This job description is not an exhaustive list but it shows many of the aspects to this role.

PERSON SPECIFICATION	
Knowledge and educational achievements:	
<ul style="list-style-type: none"> • GCSEs grade C or above in Maths and English, or equivalent • Relevant retail qualification e.g. customer service – desirable 	Assessment method – application and interview
Experience and work achievements:	
<ul style="list-style-type: none"> • Minimum of 2years retail experience. • Minimum of one years’ experience of successfully merchandising in a retail environment. • Experience of choosing stock for sale in a variety retail environments. • Experience of tracking retail trends and using this information to improve sales. 	Assessment method – application and interview
Skills and abilities:	
<ul style="list-style-type: none"> • Good written and verbal communication skills • Good organisational and time management skills • Excellent customer service skills • Ability to constructively deal with demanding customers • Able to work within a team • Able to use own initiative • Able to give constructive feedback • Experience of selling online – desirable 	Assessment method – application and interview
Personal attributes:	
<ul style="list-style-type: none"> • Honest and trustworthy • Flexible in terms of duties, working hours, across seven days and location • Demonstrates an entrepreneurial spirit 	Assessment method – application and interview

Our Values and Behaviours:	
<p>Ambition: <i>We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</i></p> <ul style="list-style-type: none"> • We set high standards for ourselves and the services we provide. • We seek every opportunity to learn: from our successes and our mistakes. • We take a flexible and creative approach when seeking opportunities and solutions. <p>Collaboration: <i>We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</i></p> <ul style="list-style-type: none"> • We value diversity in its broadest sense and take meaningful action to create an inclusive environment. • We seek out and nurture partnerships so we can achieve more together. • We are welcoming and friendly. <p>Compassion: <i>We are caring and treat everyone with kindness and respect.</i></p> <ul style="list-style-type: none"> • We show empathy and consideration towards others. • We are genuinely caring and respectful in our interactions with others. • We are generous with our time and attention, and value the people around us. <p>Integrity: <i>We are honest, communicate clearly and openly, and take responsibility.</i></p> <ul style="list-style-type: none"> • We are open and honest with ourselves and others. • We are trustworthy and reliable and deliver on our promises. • We are professional and take our responsibilities seriously. 	<p>Assessment method – application form and interview</p>