



JOB DESCRIPTION

Post Title: Sales Assistant

Accountable to: Store Manager

Summary / Purpose

To provide day-to-day operational retail support for the store manager. Emphasis will be on maximising profit through sales, promotion of Gift Aid, stock rotation, excellent customer service and high standards of presentation. Deputise for the store manager when required. Promote Trinity and its purpose. Be involved in motivating and inspiring a diverse team of shop volunteers and managing Health and Safety issues. Administrative duties will include banking and store admin.

Main Tasks and Objectives:

Retail

1. Deliver high standards of customer service at all times.
2. Deputise for the store manager as required.
3. Support the store manager in the day to day operation of the store, in accordance with Trinity shops standards, ensuring set targets are met (including Gift Aid) and sales targets achieved.
4. To assist the Store Manager, developing, implementing and monitoring the retail business plan and budget.
5. To monitor stock in store ensuring adequate supply, rotation, pricing and grade.
6. Handle donations of stock appropriately and effectively ensuring effective management of all stock resources received.
7. Merchandise and display creatively to ensure maximum sales and profit are achieved.
8. To ensure the appropriate and optimum pricing of all goods in the shop at all times
9. Supporting Store Manager to ensure accurate financial records are maintained and all necessary paperwork is dealt with.

10. Prepare and complete all stores administration inclusive of cash handling and banking to the highest standard, accurately and on time, always adhering to company policies and procedures.
11. Work effectively as part of a team
12. To engage with customers, authorities, agencies and contacts in order to encourage good working relationships.
13. To uphold the reputation of Trinity Hospice in promoting the Trinity Hospice brand by maintaining high store and personal standards, projecting a warm, appreciative and welcoming attitude towards customers, donors, volunteers and paid staff.
14. To promote a customer care approach within the retail business, investigating complaints or issues of poor customer care both timely and efficiently.

Teamworking

1. Actively encourage new volunteers to join the shop's team.
2. To support the effective recruitment, induction, training and development of volunteers whilst ensuring good channels of communication.
3. To be a co-operative and supportive member of the team, ensuring that all members are treated with respect and courtesy and highlighting any issues in your workload which may affect other members of the team.
4. Liaise with distribution centre for the effective distribution of stock.
5. To liaise with the Store Manager keeping him/her fully informed at all times

Legislative Compliance

1. To support the process of ensuring that shops meet all legal requirements including H & S. Risk assessments to be done in a timely manner when required.
2. Ensure that stock meets Trading Standards compliance including electrical Goods.
3. To ensure that all staff and volunteers are aware and comply with Hospice policies and Procedures.

Site Management

1. Ensure the day-to-day security of the shop's takings and stock
2. Ensure building structure and shop equipment are appropriately maintained at all times. Report any defects or concerns to Store Manager or Director as appropriate
3. Ensure clean hygienic working conditions

General Responsibilities

1. To attend meetings and training courses/events when required.
2. To undertake appraisal and personal development review annually and through self-development, continuously update and improve knowledge and competencies.

3. To take responsibility for being up to date with current policies and procedures and adhere to these, including Trinity's Equality and Diversity Policy
4. To be aware of the work, aims and objectives of Trinity Hospice and Palliative Care Services and promote at all times the Hospice philosophy, upholding the Trinity Core Values
5. As a Sales Supervisor you may be asked to work in other stores or other duties as required