



Job Title: Retail Assistant (12 months Fixed Term)

Salary: £26,000 (actual salary £20,800 per year)

- (plus, enhancements for Sunday working at 1.66 / time plus two thirds)

Location: Gerrards Cross

Hours: 32 hours per week, 4 full days to include Saturdays and Sundays on rota

Reports to: Retail Manager

Responsible for: Supervision of volunteers

Overview:

We are always looking for excellent people to bring their skills, values driven behaviours and commitment to ambition to deliver “quality of life, to the end of life, for everyone” to join our charity.

As one team we raise money, support each other whether in clinical teams, or corporate services to ensure everything runs efficiently and smoothly and delivers the best outcome for our patients and their families. Being part of a great team in a complex organisation is demanding, but also really rewarding. If you want to be part of our retail team, then we’d love to work with you.

Culture:

We look for people who really care about their work and have huge amounts of compassion to give. If you want to work as part of a culture which develops your skills and values and builds your confidence to be the best version of yourself, then this is the right place for you. We work hard to look after our people, our patients, our families and our reputation.

All patients are Thames Hospice patients and therefore we always support the patient and their family irrespective of our individual role. We always represent the wider charity and clinical model.

Our organisational values are:



Responsibilities:

Care with Agility: *excellent care and support tailored to patients and families in their preferred setting:*

- To maintain excellent knowledge of Thames Hospice so that patient, family, staff and volunteer queries can be answered correctly
- Supports the smooth running of the shop by being flexible and proactive in daily tasks, and responding to incoming calls and emails, whilst organising collections and deliveries, allowing a steady flow of income to improve patient care.

Financial Sustainability: *generating sustainable funding with integrity to ensure excellent hospice care:*

- Promotes sales through excellent customer service and product knowledge.
- Handles cash and card transactions accurately and securely.
- Supports stock rotation, pricing, and merchandising to maximise revenue.
- Minimises waste and uses resources responsibly to support Thames Hospice's financial goals.
- To support the achievement of budgeted sales targets and maximum profit

Supportive Culture: *fostering an inclusive, compassionate culture, ensuring outstanding care and management:*

- Works collaboratively with staff and volunteers, contributing to a positive team environment, with a friendly and approachable attitude.
- Demonstrates respect, empathy, and professionalism in all interactions.
- Supports new team members and volunteers through encouragement and guidance and strong communication.
- Upholds Thames Hospice's values and commitment to equality, diversity, and inclusion.

Extending reach: *expanding access to our services, ensuring equitable care for all, especially underserved communities:*

- Welcomes and engages with customers from all backgrounds with warmth and respect.
- Promotes awareness of the Thames Hospice's mission and services through positive representation.
- Supports community events, campaigns, or outreach activities when required.
- Helps create an inclusive space where everyone feels valued and supported.

Specific Role Responsibilities:

- Ensure adherence to Health & Safety, Trading Standards, and Data Protection regulations, including Gift Aid and staff records.
- Maintain shop security, including safe handling of money, stock, and premises, and act as a key holder.
- Ensure staff and volunteers are trained in fire safety and evacuation procedures and promptly report accidents and incidents using the appropriate procedures.
- Assist the shop manager in overseeing staff, volunteers, and daily operations, including shop maintenance.
- Manage stock rotation, pricing, and control of both donated and bought-in goods, ensuring efficient storage and waste recycling.
- Identify, record, and appropriately transfer high-value or specialty donated items.
- Assist in planning and managing day-to-day shop activities, including coordinating deliveries and collections, maintaining stock levels and processing, and organising staff and volunteer rotas to ensure adequate cover.
- Some manual handling - lifting, carrying and sorting stock over 2 floors, and the use of steaming machine to steam clothes
- Be adaptable to work extra hours, support neighbouring shops, attend meetings and training sessions, and assist with new initiatives or projects as needed.
- Occasionally dealing with difficult/challenging customers
- Frequently working in cramped conditions

Experience:

- Recent retail experience (essential) in a supervisory role or team leader role (desirable)
- Experience of working in a fashion environment with brand knowledge (desirable)
- Experience of supervising a team of people (desirable)
- Experience of cash handling (essential)
- Experience of Visual merchandising (desirable)
- Awareness of Health and Safety obligations (essential)
- Experience of recruiting and managing volunteers (desirable)
- Experience of working for a charity (desirable)
- Demonstrable skills in written and spoken English that are adequate to enable effective communication about relevant topics with customers and colleagues (*essential*)

Special conditions of appointment to this role:

- Current driving licence with insurance cover for “Business Use” (*desirable*)
- Appointment is subject to an enhanced Disclosure and Barring Service check