



Jersey Hospice Care
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JOB DESCRIPTION

Job Title:	Shop Co-ordinator (East)
Reports to:	Senior Shop Manager
Department:	Retail
Hours:	Up to 37.5 hours
Working Pattern:	Monday to Sunday, working 5 days in 7, on a Rota basis between the core hours of 8am to 5pm
Contract Type:	Permanent

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

The post holder will work with colleagues and volunteers to support the management team in the day to day running of Jersey Hospice Care's retail fundraising shops to achieve sales objectives and deliver exceptional customer service and will act as an ambassador for Jersey Hospice Care.

The post holder will support the Retail Team in increasing growth and revenue through sales maximisation.

The post holder will be responsible for establishing and maintaining outstanding relations with customers and the wider team and have the ability to persuade, influence and handle challenging situations.

Job Context

The post holder will be primarily based at Holme Grown, Jersey Hospice Care Retail Shop although they may also work at Beau Pre, St Ouen or the Town Shop, when required. They will also be required to work flexibly between the core hours of 8am to 5pm (as agreed with the Line Manager), Monday to Sunday working 5 days in 7, on a rota basis, as required to meet the needs of the business.

Nature and Scope of Role

The accountabilities of the role will include but are not limited to supporting the Retail Team the following areas:

1. **Customer service**
2. **Colleagues and volunteers**
3. **Stock**
4. **Working as part of a team**
5. **General**

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Customer service

- Deliver and ensure high levels of customer satisfaction through excellent sales service.
- Manage customer queries and complaints and deal effectively with all telephone and email messages and enquiries.
- Establish and maintain outstanding relations with customers and the team.

2. Colleagues and volunteers

- Support, and motivate volunteers and team members in accordance with Jersey Hospice care policies, procedures.
- Arrange and assist in the training of volunteers and other team members.
- Communicate frequently with volunteers to ensure they are satisfied and well placed.

3. Stock

- Receive, sort and price incoming donated stock.
- Monitor the availability of stock on the shop floor.
- Replenishment of stock, ensuring all areas are kept tidy and stock is displayed on the shop floor to achieve maximum sales.
- Maintenance of the stock room, ensuring appropriate stock rotation.
- Ensure unsold stock is reduced in price, recycled, or disposed of in a safe and timely manner.
- Assist in the movement of stock to and from Hospice delivery vehicles.

4. Working as part of a team

- Attend training relevant to the job role and complete statutory and mandatory training when requested.
- Proactively contribute to team meetings.
- Carry out tasks necessary to the running of the business across sites at the request of the management team.
- Effectively communicate with colleagues, volunteers and customers whilst ensuring their welfare by adhering to health and safety & operational standards policies.

5. General

- Act as a key holder with supervision of retail activities, volunteers, and customers in the absence of the shop manager.
- Support retail managers in ensuring the health and safety of the team, volunteers, customers, and others.
- Take responsibility for the end of day cash control process.
- Follow set procedures to count and bank daily takings and inform Hospice Finance Team.
- Be responsible for safety and security of the retail outlet at close of business.
- Timely escalation of customer queries and or issues to senior managers where appropriate.
- Undertake any reasonable duties as requested by management team.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all colleagues at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All colleagues are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical colleagues and all clinical colleagues will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All colleagues have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, colleagues, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all colleagues must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All colleagues have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforces. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Shop Co-ordinator		
Essential Criteria for selection		Desirable Criteria for selection
Qualifications and Training		Educated to GCSE level or equivalent.
Knowledge and Experience	<ul style="list-style-type: none"> • Proven relevant retail experience. • Understanding of sales principles • Knowledge of customer service practices • Understanding of Health and Safety requirements 	<ul style="list-style-type: none"> • Previous retail supervisory experience • Knowledge of charitable sector • Basic administration skills
Technical abilities	<ul style="list-style-type: none"> • Knowledge of Microsoft packages including Office 365, Teams, Word, Excel, and Outlook. 	<ul style="list-style-type: none"> • Valid driving licence.
Personal attributes	<ul style="list-style-type: none"> • Customer service focused • Calm and supportive approach • Demonstrate a strong work ethic • Team player who can also work independently • Highly confidential and trustworthy • Reliable, dependable, and approachable • Ability to effectively manage time, self, and own workload • Excellent interpersonal and people skills • Proven ability to develop and maintain effective working relationships • Good written and oral communication skills • Highly responsible and reliable • Flexible and adaptable approach to role and working patterns 	

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – Our Specialist Palliative Care Team works in close partnership with healthcare professionals across the entire Island, ensuring that patients and their families receive expert guidance, compassionate support, and specialist input at every stage of palliative and end-of-life care. Whether care is delivered at home, in nursing or residential settings, or within the hospital, the team provides seamless, high-quality support wherever it's needed most. With a strong multidisciplinary approach at its core, the team brings together a wide range of skills and perspectives to deliver complex symptom management and truly holistic care. Their shared purpose is simple yet powerful: to help every patient achieve the best possible quality of life, with dignity, comfort, and personalised support throughout their journey.

Living Well Team – Our Living Well Team works closely with our specialist colleagues to provide compassionate, generalist palliative care to islanders—supporting them as they navigate every aspect of their journey. Whether it's managing symptoms, understanding finances, making important decisions, or simply coping with the everyday tasks we often take for granted, the team is there to guide, encourage, and empower. Care is delivered wherever it's needed most: in the comfort of patients' homes or in our welcoming King Centre clinics. Our nurses walk alongside patients and their families every step of the way, promoting independence, building confidence, and creating opportunities for people to live well—on their own terms, with dignity, choice, and support.

King Centre - The King Centre offers a vibrant range of wellbeing services designed to help people living with life-limiting illnesses continue to live as fully and confidently as possible. Taking a rehabilitative and empowering approach, the team walks alongside patients as they navigate their illness, helping them focus on what matters most to them.

Our dedicated King Centre Team provides a rich mix of day services—including day hospice support, physiotherapy, and complementary therapies. These sessions are delivered by skilled, compassionate practitioners through both individual and group activities, all tailored to each person's unique goals, priorities, and needs. At the King Centre, every interaction is centred around helping patients regain a sense of strength, connection, independence, and possibility.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our colleagues irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' colleagues are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.