Role Profile

**Role:**  Casual Retail Shop Assistants

**Responsible to**: Shop Manager

**Main purpose of job:** *To assist the Shop Manager to help maximise income from sales. You will work on the shop floor, deal with cash and donations, and help ensure the shop is safe and attractive to customers. Good customer service skills are essential. As part of the shop team you will help to promote awareness of the Hospice cause and philosophy. You will comply with all Hospice and retail procedures and relevant legislation.*

Main Duties and Responsibilities:

* To operate the till and ensure the correct till procedures are always adhered to.
* To ensure the shop is fully stocked at all times and merchandise is displayed to optimise its potential in accordance with company policy.
* To promote gift aid.
* To receive and encourage the public to donate stock
* To deal with customer queries, inquires and complaints courteously both face to face and via the telephone.
* To ensure shop housekeeping standards are maintained to company standards.
* To safeguard The Prince of Wales Hospice retail property at all times and to inform the Shop Manager of any necessary repairs and maintenance.
* To adhere to safe working practices
* To fulfill any reasonable management requests deemed necessary

The tasks and responsibilities outlined in this job description is not exhaustive and the post holder may be required to undertake other tasks in agreement with their line manager