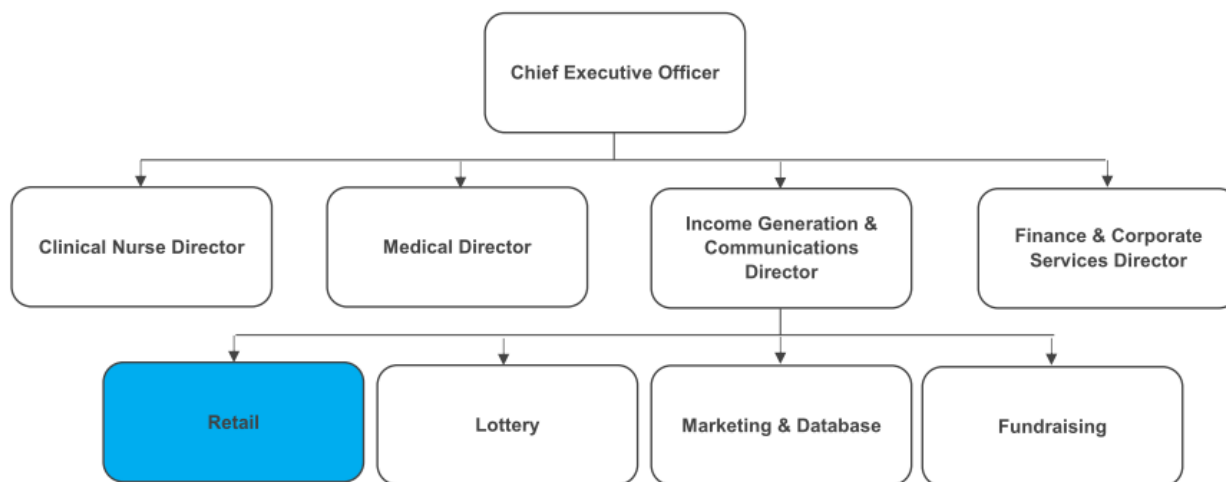


JOB DESCRIPTION

Job Title:	Retail Administrator
Department:	Income Generation & Communications
Post Holder:	tbc
Grade:	Admin 1
Reports to:	Head of Retail
Accountable to:	Income Generation & Communications Director

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To provide administration support to the retail team, ensuring that the hospice's retail operation is administered to the highest standard of efficiency and accuracy.
Key Working Relationships:	Retail team Income Generation & Communications team Finance team Volunteers Donors, Supporters and Customers

Role Responsibilities:

- Provide administration support to the shops team and ensure that all administration tasks are completed efficiently, accurately and to agreed deadlines.
- Act as the first point of contact for all retail enquiries received by telephone or email, providing excellent customer service at all times.

- Manage the job sheet booking system to allocate house collections and other jobs to the shops collection & delivery operatives.
- Utilise the volunteer database to accurately record and manage information about volunteers.
- Manage retail gift aid administration, including adding gift aid declarations to the relevant software, producing notification letters / emails and auditing gift aid claims.
- Arrange 'Bag it for Bolton Hospice' bookings, ensuring they are booked on the job sheets and the participants receive reminders and thanks.
- Oversee the day to day running of the on-site gift shop, maintaining stock levels and troubleshooting any volunteers' issues.
- Manage the storage and distribution of Christmas stock to the charity shops, external sellers and fulfil postal and online orders.
- Record the weekly shops income and other financial information.
- Produce and circulate information to the hospice's charity shops as required.
- Supervise office-based retail volunteers in administration tasks.
- Liaise with other members of hospice staff to ensure important administrative data is shared appropriately.
- Place orders for shop stock (e.g. coat hangers, swing tags etc.) as required.
- Maintain paper-based and electronic filing systems.
- Attend retail and income generation meetings as required.
- Work within agreed hospice policies, procedures and guidelines.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Assistant Head of Retail, Head of Retail or Income Generation & Communications Director.

General Responsibilities:

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Retail Administrator
Department:	Income Generation & Communications
Salary:	Admin 1

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Educated to GCSE level or equivalent.	Educated to A level or equivalent.	Application Form
EXPERIENCE	Experience of working within an administration role. Experience of dealing with the public.	Experience of working with volunteers.	Application Form Interview References
SKILLS	Excellent customer service skills. Excellent organisational skills. Excellent communication skills - able to communicate effectively with a wide variety of people and a good telephone manner.	Accounting / mathematical skills.	Application Form Interview References
KNOWLEDGE	Computer literate - Microsoft Office, internet and email.	Knowledge of data protection. Knowledge of gift aid administration in relation to retail.	Application Form Interview
PERSONAL ATTRIBUTES	Attention to detail. Able to remain calm and assertive under pressure. Able to plan, manage and prioritise own workload. Self-motivated and able to use initiative. Able to work on a number of tasks simultaneously. Strong teamwork ethic. A commitment to the vision and values of Bolton Hospice.		Application Form Interview