Pendleside Hospice

*Care, compassion and support*

JOB VACANCY

# Retail Coordinator



www.pendleside.org.uk

# AWARDS & ACCREDITATIONS




Inspected and rated

Outstanding

CareQuality Commission

PBA

PENDLE BUSINESS AWARDS 2024

NOT FOR PROFIT AWARD

Employer of the Year 2022

BURNLEY BUSINESS AWARDS 2022

## RETAIL COORDINATOR

**25 hours – To work flexibly over 5 days**
**Annual Salary £16,752**
**Closing date Friday 11th December**

Thank you for your interest in the post of Retail Coordinator at Pendleside Hospice. This is a great time to join our retail team with recent expansions to the operation including our new shop in Colne and also the introduction of our new shop 'Jumbles'.

We are ideally looking for someone with charity retail experience and hope you find all the information you need in this pack to help you decide if you are the right person for this inspiring and exciting role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

Managing a team of volunteers, you will relish the challenge of improving profitability as well as ensuring the smooth running of your shop. Engaging with supporters and our local community brings with it a sense of pride and achievement whilst feeling like you are making a real difference. It is important that we point out that you must be able to prioritise a changing workload and be flexible to meet the demands of the business and nature of the role.

This is a 25 hours per week position, worked between Monday and Saturday. Flexibility will be essential, as will the ability to apply your skills with positivity and enthusiasm; you will have the communication and interpersonal skills that enable you to thrive in a friendly working environment. **Having a full UK driving licence and own transport is also essential**.
At Pendleside Hospice, you will find a fantastic team spirit and a commitment to personal development and training.

This appointment is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you, so if you wish to know more you can email David.austin@pendleside.org.uk or phone 01282 440176.

Thank you for your interest in Pendleside Hospice.

**David Austin**
**Retail Manager, Pendleside Hospice**

Pendleside Hospice

## ABOUT US

**OUR MISSION:**
Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

**OUR VISION:**

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

**PHILOSOPHY OF CARE:**
Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.
Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.
Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services, in collaboration with other local care providers.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

**OUR AIM:**
To provide the highest quality services possible to our local community, which are easily accessible to all who need them.
To achieve this through the five pillars of Pendleside: -

**Proud to be Pendleside**
**Community collaboration**
**Care delivery**
**Governance**
**Sustainability**

## OUR VALUES:

Our values underpin everything that we do:

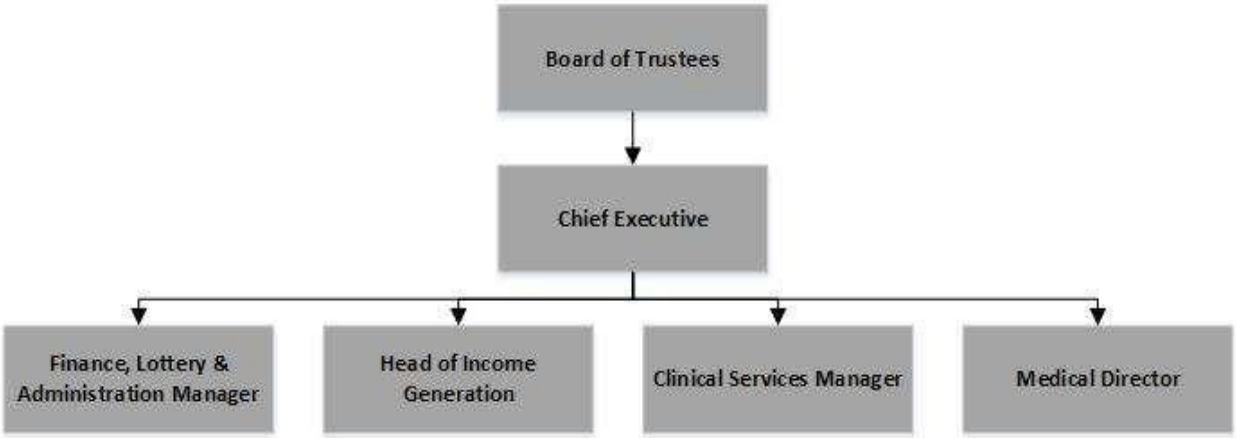
- **Care**
  We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**
  We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services

- **Support**
  We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

## OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.
The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.
The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities.




Pendleside currently has 140 employees across the organisation. In addition, we have several staff work under Practising Privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.
Volunteers are an integral part of the Hospice Team with over 450 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

## OUR SERVICES:

Pendleside cares for over 2000 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing & Rehabilitation
- Outpatients
- Complementary Therapy
- Family Support

- Admiral Nursing Service (Dementia)
- Psychological Support
- Bereavement Support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement Service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

## JOB DESCRIPTION

**JOB TITLE:** Retail Co-Ordinator
**REPORTS TO:** Retail Team Leader / Retail Manager
**REPORTED TO BY:** Volunteer Shop Assistants

### MAIN RESPONSIBILITIES:

- To maximise the sales and gift aid income for Pendleside Hospice charity shops by providing effective management
- To ensure that the retail division delivers excellent customer service
- To implement all shop developments which would enhance profitability and customer experience
- To provide ad-hoc cover for other shop coordinators as required.

### CORE TASKS

**Key Performance Areas**

- Day to day management , leadership and support of shop activities and volunteers
- To work with the shop team effectively managing sourcing, pricing, merchandising and display of donated goods to achieve sales targets
- Build effective working relationships with colleagues and volunteers
- Able to cover where needed across the retail division
- Arrange regular team meetings to ensure effective communications
- To recruit and retain numbers of volunteers to ensure the shop can open and operate to agreed standards
- To train, develop and motivate volunteers in accordance with Retail Policies, best practice and regulatory requirement
- To work with the Retail Team Leader to plan and implement internal and external sales/promotions/campaigns and to raise the profile of the shop in the local area
- Support the Retail Team Leader in implementing Health & Safety and policies and procedures for the shops
- To effectively communicate with staff and volunteers to ensure they are fully engaged with Retail objectives, vision, and values and positively promote the hospice
- Assist the Retail Team Leader in projects within the retail division
- Assist on line Retail Team Leader in gathering content for social media
- To act as a key-holder and be available to attend in an emergency situation
- To attend meetings and training courses as required
- Any other duties as requested by line management

## INCOME GENERATION

- Work to achieve the annual income targets and KPIs as set out in the annual Retail budget and annual KPIs
- Maximise sales through every opportunity and manage controllable costs to ensure optimum net contribution
- Ensure that the shop is well stocked with quality merchandise and that stock is sorted, displayed and priced effectively and as per pricing guides
- To actively research items donated to the shop and to send relevant items to the Donation & Distribution Centre for sale on eBay (this will form a KPI and your shop will be credited to the value that the item sells for)
- Network with outside agencies/corporate organisations to gain support through donations of stock
- Ensure accurate financial records are maintained liaising closely with the Finance Team to reconcile banking
- Assist with the development of Gift Aid
- Where appropriate and in accordance with agreed plans identify and organise any prospective new shop locations and/or retail income projects.

## LEADERSHIP

- Through one's own behaviour and leadership, promote positive relationships, collaboration and effective teamwork across the Hospice.
- Hold all staff in positive regard and foster a culture of respect and consideration between all members of Pendleside Hospice team
- Build effective working relationships with colleagues and volunteers
- To ensure continuous self-development, ensuring that you have the required skills and competence to undertake the job role
- To actively participate in regular departmental and team meetings contributing to plans for retail development and income generation
- Support the Retail Team Leaders and the Head of Income Generation in the implementation of the retail strategy and business plan
- Arrange regular team meetings with direct reports to ensure effective and consistent communication, ensuring the team they are fully engaged with Retail objectives, vision, values and positively promote the hospice
- To act as an ambassador for the Hospice promoting the excellent work across all departments and demonstrating an involvement in fundraising
- Recruitment, induction, appraisal and supervision of staff and volunteers
- To act as a key-holder and be available to attend in an emergency situation

## GOVERNANCE AND RISK MANAGEMENT

- To work with shop teams to ensure retail legal standards and best practice guidance are implemented effectively.
- Ensure that Hospice policies, procedures and standards are adhered to at all times.
- Ensure effective Health and Safety management in the shop, including undertaking regular Health and Safety inspections and completion of risk assessments.
- Work closely with the Hospice maintenance team to ensure the shop is maintained to a safe, secure and high standard
- Support the Retail Team Leader with review of audits and retail performance
- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure the security of information accessed in the course of your duties ensuring compliance with the GDPR (General Data Protection Regulations) and information governance training.

## PERSONAL DEVELOPMENT

- Maintain personal competency by regularly updating skills and completing mandatory training as required.

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

JOB SPECIFICATION

| Attributes | Essential | Desirable | How assessed |
|---|---|---|---|
| **Experience** | ▪ Minimum of 2 years working in retail environment or some management experience with transferable skills<br>▪ Experience of working with the public or within a customer care environment<br>▪ Planning rosters and assigning tasks | ▪ Previous experience in a charity shop management role<br>▪ Experience using a gift aid system<br>▪ Experience working with volunteers<br>▪ Experience of Social Media | ▪ Application form<br>▪ Interview |
| **Education,**<br><br>**Qualifications & Training** | ▪ Good basic education to „O" level/GCSE/GCE standard | Ability to write, understand and implement procedures | ▪ Application form<br>▪ Certificates<br>▪ Interview |
| **Practical & intellectual skills (*including any specialist knowledge*)** | ▪ An understanding of retail principles and shop management including stock control and targets<br>▪ Understands the importance of communication within a team<br>▪ Well-developed organisational skills/workload/priorities<br>▪ Ability to embrace and implement change<br>▪ Excellent oral and written communication<br>▪ Ability to work unsupervised<br>▪ IT literate – experience of Microsoft and working with an EPOS till system<br>▪ An understanding of security requirements and the principles of Information Governance and confidentiality | | ▪ Application form<br>▪ Interview |

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| **Disposition / attitude / adjustment** | ▪ Ability to work flexibly according to the needs of the service<br>▪ Ability to motivate and manage staff and volunteers<br>▪ Commitment to "customer service"<br>▪ Ability to work independently and as a member of the team<br>▪ A leader by example, able to build respect<br>▪ Self-motivated<br>▪ Diplomacy and delegation skills | endly and approachable | ▪ Application form<br>▪ Interview |
| **Health & Physical** | - Good attendance record<br>- Able to stand for long periods of time and comfortable lifting and carrying equipment and stock<br>- Willingness to relocate to another shop when required | | Application form<br>Interview<br>References<br>Recruitment medical |
| **Circumstances** | - Willingness to work flexibly over 5 days including Saturdays and availability to cover evening and Sundays when necessary<br>- Valid driving licence and use of own vehicle<br>- Prepared to undertake any further training relevant to the job role | | Application form<br>Interview |
| **Equal Opportunities** | - To have an understanding of, and an ability to, promote and implement equal opportunities<br>- Ability to deal with a diverse range of people both internal and external to the organisation<br>- A commitment to anti-discriminatory practice | | Application form<br>Interview |

## MAIN BENEFITS TERMS AND CONDITIONS

Annual leave: The annual leave entitlement for a 37.5 hour per week post is 262.3 hours

Childcare voucher scheme: Pendleside Hospice offers a childcare voucher scheme

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers based at Pendleside Hospice can access meals if working over a meal time and drinks at no charge

Notice period: 2 months

Parking: all employees and volunteers can park for free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

Sick pay: If the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

| | |
|---|---|
| During probationary period (first 3-6 months) | No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate) |
| From completion of probation up to 12 months service | Two months sick pay at half-pay |
| From 12 months service | A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay |

## HOW TO APPLY

If you are interested in this position please complete the application form on the Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.