



Job Description

1. JOB DETAILS

Job Title:	Sales Advisor
Team/Directorate:	Retail
Responsible To:	Shop Manager
Responsible For:	N/A
Accountable to:	Shops Development Manager

2. JOB PURPOSE

To assist the shop manager with the day to day running of the shop, contributing to maximising income and profitability.

To maintain the presentation of the shop to the highest standards reflecting the brand values of Hospiscare.

3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 Main Responsibilities

- Assist the shop manager with all aspects of shop operations to ensure the smooth running of the shop.
- Provide excellent customer service to ensure a great experience for both internal and external customers and to secure customer engagement and repeat sales.
- Assist the shop manager in identifying opportunities to increase income in order to achieve and exceed shop targets.
- Assist with the sorting of donations from the general public, house clearance, collections and corporate partners, to ensure continuity of stock flow.

- Maintain the display of Gift Aid stock to secure this income stream, following HMRC guidance and data protection legislation to ensure Hospiscare remains compliant.
- Undertake visual merchandising and display products effectively using creativity and commercial awareness to support maximising sales.
- Motivate and support volunteers to help maximise sales and exceed shop targets.

3.2 Key Contacts – Internal & External

Internal

- Shops Development Manager
- Shop Managers
- Volunteers
- Warehouse and Logistics Manager
- Logistics Administrator
- Gift Aid Administrator
- Ecommerce team
- House Clearance team
- Lottery team

External

- Members of the public

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Hospiscare
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable
- Manage own work life balance and general wellbeing, including any relevant pressures in respect of lone working, travel, difficult environments and challenging situations

3.4 General

- Be aware of and adhere to Hospiscare policies and procedures at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Hospiscare departments
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

3.5 Other

- Apply the Hospiscare values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Hospiscare

SALES ADVISOR
Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	General education to GCSE level, including maths and English at C/4 or above, or equivalent	
Experience	Demonstrable experience in delivering excellent customer service Demonstrable experience of working as part of a team	Experience of working with volunteers Experience of using epos systems
Knowledge	Understanding of High Street retail and with a keen interest in/knowledge of the latest fashion/trends	Understanding of the law relating to sale of second hand items Understanding of vintage/retro clothing, furniture and accessories Understanding of Gift Aid
Skills	Developed communication and interpersonal skills Developed IT skills	Skills in creative and effective visual merchandising and display techniques
Personal attributes	Ability to work autonomously and act on own initiative, seeking advice/escalating issues when appropriate Personal resilience and the ability to respond positively to change A solution focussed approach Team player Able to demonstrate sensitivity when required Awareness of Equality, Diversity and Inclusion in all aspects of work	

Additional requirements	Physically capable of undertaking the manual handling requirements of the role Ability to be flexible with working days, hours and range of tasks to be undertaken for the role.	Able to travel within the Hospiscare area to cover at other shops on occasion as required
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Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties and responsibilities the post holder may undertake and will be subject to review.

Post Holders Signature:

Date: