

Position Description

Role: Volunteer Retail Assistant

Department: Retail

Date: September 2021

This job description is designed to give an indication of the type of work and performance expected of the job holder. It does not provide an exhaustive list of duties or performance standards, and the job holder agrees to undertake any other tasks that are consistent with the position and with the provisions of quality service to Mary Potter Hospice patients and their families and whānau. In order to meet the changing needs of Mary Potter Hospice, this job description may require change from time to time.

Overview of the role

The retail shops are a major fundraiser for Mary Potter Hospice and the volunteer retail assistant role is to prepare and sell goods donated to our shops so that valuable funding is provided for the Hospice

Scope

Reports to: Retail Store Manager & Retail Store Assistant Manager

Location:

Key Competencies

- Excellent communication skills
- Ability to work effectively as part of a team
- Good time management, presentation and efficiency
- Good organisational skills
- Excellent Customer Service skills
- Ability to maintain an awareness of current fashion trends and brands

Key Tasks

- Volunteer a regular roster time weekly/fortnightly as agreed with the Manager
- Processing all sales through the EFTPOS/cash register accurately in line with Retail Policy and Procedures
- Helping to create window and visual merchandising displays, ensuring the shop space is easy to navigate and is free of hazards
- Helping to sort donations, prepare and price products for sale
- Assisting with general housekeeping and cleanliness of the shop
- Driving and supporting promotional activities within the store, e.g. events, sales

- Maintaining confidentiality and privacy in matters relating to the store, customers, procedures and security

Health and Safety *(All roles have a H&S component, some more detailed than others. The tasks here include the minimum expected of all roles.)*

- Practise within Mary Potter Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual
- Report all identified hazards, incidents (including near-misses) and accidents and carry out investigations with retail staff as required
- Identify, minimise and report risks
- Participate in mandatory health and safety training as required.

Outputs/Expected results/Key performance indicators

- Health and Safety responsibilities are met and mandatory training complete
- Retail shop is well presented, clean and merchandise fully stocked at all times
- All our customers enjoy a satisfying, productive and positive shopping experience

Outcomes

- Ensure all customers visiting a MPH store are welcomed to a warm, inviting, culturally safe environment that showcases our goods to their maximum potential.
- The shop exceeds targets set and maintains good sales
- MPH Retail Stores are known as the place to shop for good used goods

Person Specification

- Experience in Retail is helpful but not essential
- Willing to help customers to achieve their requirements
- Pride in giving excellent customer service
- Have some creative skills
- Understanding Retail operation

Signed: Date:

(Job Holder)

Signed: Date:

(Director)

Job Description Appendix

The values of the Venerable Mary Potter and the vision of Dame Cecily Saunders are deeply held by Mary Potter Hospice staff and volunteers and underpin all the work we do.



Our values

- Mana/Respect
- Aroha/Compassion
- Rangatiratanga/Dignity
- Manaakitanga/Hospitality
- Kaitiakitanga/Stewardship

Our vision

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

Our approach

Taking a whole person approach, we will provide and promote high quality specialist palliative care, grief support, education and care planning services. Working alongside our health partners, we aim to make a difference in the communities we serve.