

Position Description

Role: Assistant Store Manager

Department: Retail

Date: July 2022

This position description is designed to give an indication of the type of work and performance expected of the position holder. It does not provide an exhaustive list of duties or performance standards, and the position 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 position description may require change from time to time.

Overview of the role

The mission and vision of Mary Potter Hospice Retail is to generate as much revenue as possible for the hospice, in a way that reflects our core values, adds value to our brand and so doing helps people in our community to have equitable access to compassionate, quality palliative care when and where they need it. Mary Potter Hospice is also the preferred place Wellingtonians choose to volunteer.

This role assists the Store Manager to manage all aspects of the Store, including Volunteers, over a six to seven day week to achieve the mission and vision of Mary Potter Retail.

This role manages the store in the absence of the Manager.

Scope

Reports to: Store Manager

Location: Mary Potter Hospice Retail Store

Key Competencies

- Demonstrated strong customer focus
- Open and effective communicator
- Demonstrated ability to motivate and manage volunteers
- Demonstrated ability to work pragmatically within systems, procedures and policies
- Comfortable with technology
- Ability to relate effectively to a wide variety of people from all walks of life
- Collaborative worker

Key Tasks

- Ensure donated goods received from the public are of an acceptable quality and that all donations are positively acknowledged

- Assist Manager as required

In the absence of the Store Manager

- Manage the store ensuring the volunteer sales staff undertake their responsibilities competently
- Complete all required administration including sales records in a timely manner
- Ensure the schedule of volunteer duties is maintained
- Ensure the shop is at all times well presented, clean, merchandised, fully stocked and represents the Mary Potter Hospice Retail Brand

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

- 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
- Participate in mandatory health and safety training as required

Outputs/Expected results/Key performance indicators.

- The store is welcoming, and customers choose to shop there
- Volunteers are competent and confident in their roles
- Donors feel respected and acknowledged
- Mary Potter brand and philosophy is clear within the store

Outcomes

- Retail maximises funding to the Hospice
- Community goodwill and support improves
- Mary Potter Hospice is a safe and healthy place to work

Person Specification

- Retail experience and knowledge of brands and labels preferably within second hand or vintage sector
- Experienced in handling cash and banking
- Ability to identify items of value
- Successful supervisory experience motivating teams to achieve results
- Full current driver’s licence

Signed: Date:

(Position Holder)

Signed: Date:

(Director)

Position 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.

Mary Potter Hospice and Volunteers

We value our volunteers highly and consider them to be an integral part of our workforce. Many of our roles supervise volunteers and all roles interact with volunteers to a greater or lesser degree.