



Ellenor.x
ice care in your home or ours

Job Description

Superstore Assistant

ellenor.org



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Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Superstore Assistant

Department: Retail

Contract Terms: 15 hours per week (Monday to Sunday)

Salary: £9,940.40

Location: Crayford

Responsible To: Head of Retail

Accountable To: Director of Commercial Operations

Manages: Volunteers

About

Us: **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Scope and Job Purpose:

Role Purpose:

The Superstore Assistant will provide practical and hands-on support to the Superstore Manager and wider team in the day-to-day operation of the superstore.

The role will provide support across all areas of the superstore, including operating tills, serving customers, filling and merchandising the shop floor, processing and sorting donations, supporting the warehouse and assisting with ecommerce activity.

The post holder will work flexibly across the superstore, helping wherever required to ensure the shop is well presented, stock is processed efficiently and customers, donors and volunteers receive an excellent experience.

Internal Key relationships

- Head of Retail
- Superstore Manager / Assistant Superstore Manager
- Warehouse and Distribution Team
- Ecommerce Team
- Retail Teams
- Volunteers
- Marketing and Fundraising Teams
- Finance, HR and other support functions

External Key relationships

- Customers and donors
- Suppliers and service providers
- Logistics partners
- Local community organisations
- Volunteers and volunteer groups



Main Duties and Responsibilities:

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

Strategic Responsibilities

- Support the Superstore Manager and Assistant Manager in delivering the retail strategy, income targets and operational objectives.
- Support the development of a high-performing, commercially focused and customer-focused superstore.
- Assist in identifying opportunities to increase income through stock management, merchandising, Gift Aid, ecommerce and other retail initiatives.
- Support the development of a positive culture of teamwork, accountability and continuous improvement.
- Support the recruitment, induction, development and retention of staff and volunteers.
- Work collaboratively with the warehouse and ecommerce teams to maximise the value of stock.
- Promote ellenor positively to customers, donors, volunteers and the local community.
- Support new initiatives and ways of working designed to improve retail performance and income.

Operational Responsibilities:

- Support the Superstore Manager with the day-to-day operation of the superstore.
- Operate tills and process customer transactions accurately and efficiently.
- Provide excellent customer service and create a welcoming environment for customers and donors.
- Fill and replenish the shop floor, ensuring the store is well stocked and presented to a high standard.
- Support merchandising and presentation of stock to maximise sales.
- Sort, prepare, price and process donated stock.
- Assist with stock rotation and ensure stock is directed to the most appropriate sales channel.
- Assist with moving stock between the shop floor, warehouse and ecommerce areas.
- Support the warehouse team with receiving sorting, organising and processing donations.
- Help maintain a clean, tidy and safe shop and warehouse environment.
- Assist with opening and closing duties as required.
- Report any operational, stock, customer or health and safety concerns to the Superstore Manager.
- Be flexible and willing to work across different areas of the superstore depending on operational requirements. Support the annual retail operating budget and monitor expenditure, identifying opportunities for efficiencies and cost savings.

Service Delivery:

- Provide excellent customer service to all customers and donors.
- Support income generation across the superstore.
- Support Gift Aid procedures and encourage eligible donors to participate.
- Ensure donations are processed efficiently and presented through the most appropriate sales channel.
- Support the team to maximise income from suitable donations.
- Assist with promotions and campaigns to support sales and income generation.
- Help ensure customers, donors and volunteers have a positive experience.



Team Support

- Work positively and collaboratively with staff and volunteers.
- Provide support and guidance to volunteers with day-to-day tasks where appropriate.
- Lead by example in delivering excellent customer service and maintaining high standards.
- Communicate effectively with the Superstore Manager and wider team.
- Support a positive, inclusive and welcoming environment.
- Work as part of the wider retail team and assist colleagues when required.

Ecommerce

- Support the ecommerce team as part of the wider superstore operation.
- Assist with identifying suitable and high-value stock for online sale.
- Help prepare, organise and process stock for ecommerce.
- Assist with moving stock between the shop, warehouse and ecommerce areas.
- Support the team in maximising income through online selling platforms.
- Report any ecommerce stock or operational issues to the Superstore Manager.

Warehouse

- Support the warehouse operation as required.
- Assist with receiving, sorting, processing and organising donations.
- Help prepare stock for the superstore and ecommerce.
- Assist with moving stock safely between the warehouse and superstore.
- Maintain good standards of organisation and housekeeping.
- Follow all warehouse health and safety procedures.
- Report any stock or operational concerns to the Superstore Manager.

Governance

- Follow all relevant ellenor policies and procedures.
- Follow Gift Aid, financial, operational and other compliance requirements.
- Maintain appropriate standards of security and confidentiality.
- Report any concerns or breaches promptly to the Superstore Manager.
- Support the maintenance of a safe, compliant and well-organised working environment.

Health and safety

The post holder has responsibility to take reasonable care of themselves and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

The post holder will ensure that staff and volunteers understand and comply with health and safety requirements and that appropriate action is taken to address any identified risks.

General:

- Adapts and develops in line with the changing needs of the role.
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required.
- Maintains up-to-date mandatory and essential-to-role training.
- Works flexibly across sites and departments from time to time as may be requested by managers.
- Undertakes other duties commensurate with the role as may be requested by managers.
- Follows all policies and procedures.
- Is aware of the staff values of ellenor and behaves as a positive representative of the organisation.
- Supports colleagues and volunteers across the superstore as required.
- Is willing to undertake training and develop skills across tills, retail, warehouse and ecommerce.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.

Person Specification

Superstore assistant

	Essential	Desirable	Application/ Interview
Education and Qualifications			
Educated to A level or equivalent qualification or experience		x	A
Experience			
Demonstratable experience working in a warehouse environment	x		A/I
Experience and application of commercial warehouse operations		x	A/I
Proven experience in managing a budget	x		A/I
Knowledge and Skills			
A good understanding of Warehouse Management and the challenges of working within the voluntary sector	x		A/I
Good understanding of retail operations and commercial income generation		X	I
Excellent customer service skills	x		A/I
Good organisation and planning skills with the ability to manage and prioritise workload.	X		A/I
Good written and verbal communication skills with attention to detail/ accuracy.		x	A/I
Good problem-solving and decision-making skills	x		A/I
Good understanding of health and safety and compliance requirements	X		I
A full UK Driving Licence	x		A/I
Personal Characteristics and Qualities			
Integrity, discretion and ability to respect confidentiality	x		A/I
Positive, self-motivated and committed to achieving results	x		I
Flexibility and adaptability to change	x		I
Resilient and able to work in a fast paced and evolving environment	x		I
Commercially focused with the ability to identify opportunities to increase income		x	I
Able to demonstrate ellenor's values through their approach and behaviour		x	I

