

Retail Gift Aid and Product Assistant

Job Description

Area of Work: Retail Office/Department

Responsible to: Retail gift aid & product coordinator (Operations Manager when absent)

Department Objectives

The Hospice provides all its services free of charge to the patients and their families. The objective of the retail department is to raise and contribute funds primarily through its group of shops, maximising the profit potential of each shop and growing the business through expansion.

Role Within the Department

To help coordinate the retail gift aid scheme and give administrative support both general and financial to the retail department.

Specific Objectives

Key Tasks and Responsibilities

- Maintain new goods inventory and place orders when needed
- Assist with record keeping and maintaining accurate office databases
- Provide general administrative support, including filing, data entry, and document management
- Answer and direct phone calls, emails, and other correspondence
- Manage holiday calendars
- Handle incoming and outgoing mail and deliveries of new goods
- Control and above shop supplies
- Ensure a tidy, organised, and professional office environment

Key Competencies and Skills Requirements

- Proven experience in an administrative or office support role
- Strong organisational skills
- Excellent written and verbal communication skills
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Attention to detail and problem-solving ability
- Ability to multitask and prioritise workload effectively
- Professional and approachable demeanour
- Basic knowledge of office equipment and systems