

## AGREED JOB DESCRIPTION

<b>Job Title:</b>	Assistant Hub Manager
<b>Line Manager:</b>	Hub Manager
<b>Professionally Accountable to:</b>	Retail Director
<b>Location:</b>	Weston Hospicecare Business Hub
<b>Hours of Work:</b>	30 per week (Monday – Saturday) including Sundays and Bank Holidays as required

### Job Purpose:

- To manage the sorting, storage and distribution for all Hospice Retail outlets
- To deputise for the Hub Manager when absent
- To provide excellent customer service and upholding the reputation of the hospice by maintaining high levels of internal and external customer care

### Responsibilities:

- To participate in the sorting of incoming stock. Organising the allocation of stock to the shops, ensuring it complies with trading standards and Health and Safety guidelines
- To utilise seasonal stock and preparing seasonal changeovers in a timely manner
- To identify specialist stock and pass it to the appropriate sales outlet
- To maintain accurate records of stored stock volumes, locations and team output
- To liaise with shop teams and distribution teams to ensure the smooth flow of goods to the outlets
- To support the Hub Manager by supervising volunteers who may be assisting the operation, giving them clear direction and by being responsible for their health and safety whilst working with them. Encouraging and monitoring them to ensure they provide excellent customer service whilst on duty for the Hospice
- To ensure all policies and procedures including safe working practices are adhered to at all times

### General

- To be adaptable and flexible to the changing needs of retail
- To embrace and utilise all technology and systems available to ensure timely and accurate reporting and responses.
- To deliver Weston Hospicecare policy and standards including legislative compliance
- To liaise and work with other departments in order to run the business effectively
- To uphold the reputation of Weston Hospicecare, maintaining an awareness of the organisation's priorities
- To undertake any other relevant duties within the overall scope of this post as may be required by the Hub Manager or Retail Director
- To report to your line manager any hazards or accidents that may occur within your working environment and ensure compliance with the terms of Health and Safety at Work Act and Weston Hospicecare policy

- To actively support and promote all organisation initiatives/campaigns/fundraising events to promote awareness of the charity, as appropriate

### **Professional Responsibilities**

- To maintain confidentiality
- To work within the policies and guidelines of Weston Hospicecare
- To be familiar with fire, emergency and safety regulations, ensuring attendance at statutory updates
- To maintain good working relationships with all members of the hospice staff and volunteers
- Undertake any in-service training in line with Weston Hospicecare's policy

### **Educational Responsibilities**

- To participate in the orientation and development of new staff members and volunteers
- To keep up to date with current practice and legislation
- To maintain and extend personal knowledge and expertise in all aspects of the role and to share information
- To attend all statutory and mandatory training as required

### **Health and Safety**

Under the provision of the Health and Safety at Work Act 1974, it is the duty of every employee:

To take reasonable care of themselves and others at work.

To co-operate with the hospice as far as is necessary to enable them to carry out their legal duty.

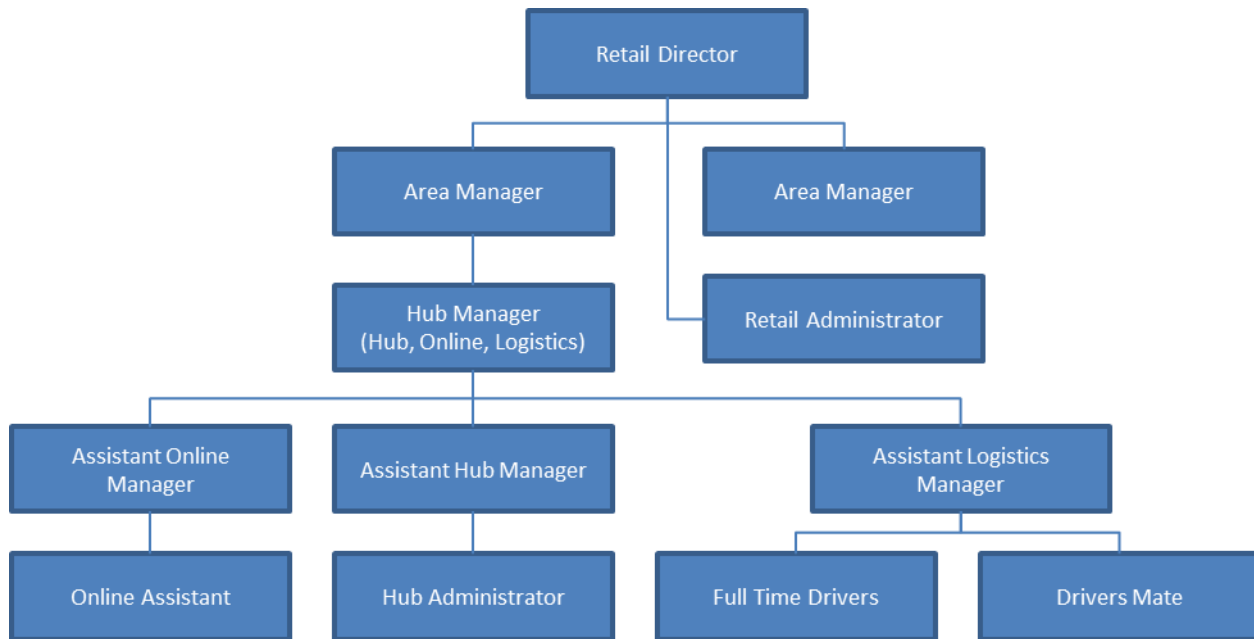
Not to intentionally or recklessly interfere with anything provided, including personal, protective equipment for health and safety or welfare at work.

### **Scope of Job Description**

This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties, but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the postholder.

This job description is subject to periodic review and amendment.

**Organisational Chart:**



**PERSON SPECIFICATION**

<b>Assistant Hub Manager</b>		
<b>Criteria</b>		<b>How Evidenced &amp; Assessed</b>
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>▪ Good standard of literacy and numeracy</li> </ul>	E	A
<b>Knowledge, Skills and Experience</b>		
<ul style="list-style-type: none"> <li>▪ Proven experience of working to and achieving targets</li> <li>▪ Good knowledge of customer service</li> <li>▪ PC literate</li> <li>▪ Ability to complete administrative paperwork</li> <li>▪ Experience in the charity shop environment or charity warehouse or similar transferable experience of retail stock preparation</li> <li>▪ Knowledge of sorting and grading stock</li> <li>▪ Knowledge of bric a brac and collectables</li> <li>▪ Knowledge of Health &amp; Safety provisions</li> <li>▪ Experience of working with volunteers</li> </ul>	E E E E E D D D D	A/I A/I A/I A/I A/I A/I A/I A/I
<b>Communication and people skills</b>		
<ul style="list-style-type: none"> <li>▪ Good communication skills with the ability to relate to a wide range of people</li> <li>▪ Experience of equality and diversity</li> <li>▪ Highly collaborative and team-focussed</li> </ul>	E E E	I I I
<b>Organisational Skills</b>		
<ul style="list-style-type: none"> <li>▪ Ability to work to tight schedules and timeframes</li> <li>▪ Well organised, with the ability to prioritise immediate tasks</li> </ul>	E E	A/I A/I
<b>Other Requirements</b>		
<ul style="list-style-type: none"> <li>▪ Recognise the implication of working within a charity</li> <li>▪ Flexibility and open mindedness</li> <li>▪ Manual handling of awkward items</li> <li>▪ Willingness to be trained to use motorised pallet lifter</li> <li>▪ First aider, or willingness to complete training</li> <li>▪ Familiarity with an EPOS till system or similar stock management system</li> </ul>	E E E E E D	I I A/I A/I A/I A/I

**Key: E = Essential                      D = Desirable**  
**A = Application Form                I = Interview**