



Job Description

Job Title: Retail Co-ordinator – Full time 35 hours (negotiable) over 5 days to include Saturday, Local Housing Licence essential

Location: Les Huriaux Farm or any other retail site operated by Les Bourgs Hospice

Reports To: Senior Retail Manager

Liaises With: Retail team; Chief of Staff; Warehouse and Facilities Operative

Objective: Work in all areas to assist in the effective operation of the shop including assisting customers, optimising donations and sales whilst maintaining effective merchandising and presentation of stock.

Key Responsibilities

- Work within the core values of Les Bourgs Hospice
- Responsible for sorting, pricing and displaying donated stock across the retail premises operated by Les Bourgs Hospice.
- Work as part of a team assisting the Shop Manager, retail staff and volunteers.
- Ensure quality control is maintained for retail stock to maintain Les Bourgs Hospice reputation for offering quality products
- Assist with new initiatives in respect of the retail elements.
- Support the retail marketing campaigns and sales promotions in order to help increase sales.
- Ensure pricing is kept in line with Les Bourgs Hospice policy.
- Ensure displays are maintained to a high standard.
- Operate cash registers as required and follow cash handling procedures.
- Ensure Les Bourgs Hospice property is kept secure and in good working order reporting any faults and concerns to the Shop Manager.

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- Ensure good communication with colleagues, volunteers, customers and donors.
- Maintain an awareness of the work carried out by Les Bourgs Hospice.
- Attend learning and development opportunities and any meetings as required by Management.
- Work collaboratively with the warehouse team to ensure stock levels are managed efficiently
- Undertake any other duties commensurate to the role as directed by Management.

Person Specification

- Team player, able to support and work collaboratively with colleagues
- Flexible approach to working across all areas of Les Bourgs' shops.
- Excellent interpersonal skills
- Strong communication skills
- Ability to prioritise and manage own workload.

Knowledge & Experience

- Previous experience of working in a charity or retail environment.
- Previous experience of working with volunteers.
- Demonstrates commitment to supporting change.

Equal Opportunities

Les Bourgs Hospice is committed to eliminating discrimination and encouraging diversity and inclusion throughout our workforce. We are committed to equality of opportunity for all who work for us and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, disability, sexual orientation, religion, age or carer status.

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Data Protection

Applications made in respect of this position will remain confidential. Those that are unsuccessful will be kept for a period of 6 months from the date of receipt, at which point they will be destroyed.

Candidates that withdraw their application in respect of this position will be destroyed immediately on notification of the withdrawal.

The application of the successful candidate will be kept on their personnel file for 6 years post termination.

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