

**Pendleside
Hospice**

Care, compassion and support



Retail Coordinator

Recruitment Pack

AWARDS & ACCREDITATIONS



ONLINE RETAIL COORDINATOR

25 hours – To work flexibly over 5 days
Annual Salary £16,217

Thank you for your interest in the post of Online Retail Coordinator at Pendleside Hospice, working as part of our Income Generation team. We hope you find all the information you need in this pack, to help you decide if you are the right person for this inspiring and exciting role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. This financial year it is expected that Pendleside's running costs will exceed £6.5 million and less than 20% of those costs will come from government funding. Due to the expansion of our retail operation and future planned growth we are looking for a dedicated individual with a proven track record of success to help us achieve our goals at this very exciting time.

Managing our eBay store and hospice website, you will relish the challenge of improving and growing our eBay operation whilst focusing on profitability and the smooth running of the process. Experience with successful online selling is essential as is the importance of being able to prioritise a changing workload and be flexible to meet the demands of the business and nature of the role.

Engaging with supporters and our local community brings with it a sense of pride and achievement whilst feeling like you are making a real difference.

This is a 25 hours per week position, worked between Monday to Friday. At Pendleside Hospice, you will find a fantastic team spirit and a commitment to personal development and training.

This appointment is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you. So if you wish to know more you can email david.austin@pendleside.org.uk or phone 01282 440176.

Thank you for your interest in Pendleside Hospice.

Retail Manager

David Austin

ABOUT US

OUR MISSION:

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

OUR VISION:

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services, in collaboration with other local care providers.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

OUR AIM:

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside:-

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment.

OUR VALUES:

Our values underpin everything that we do:

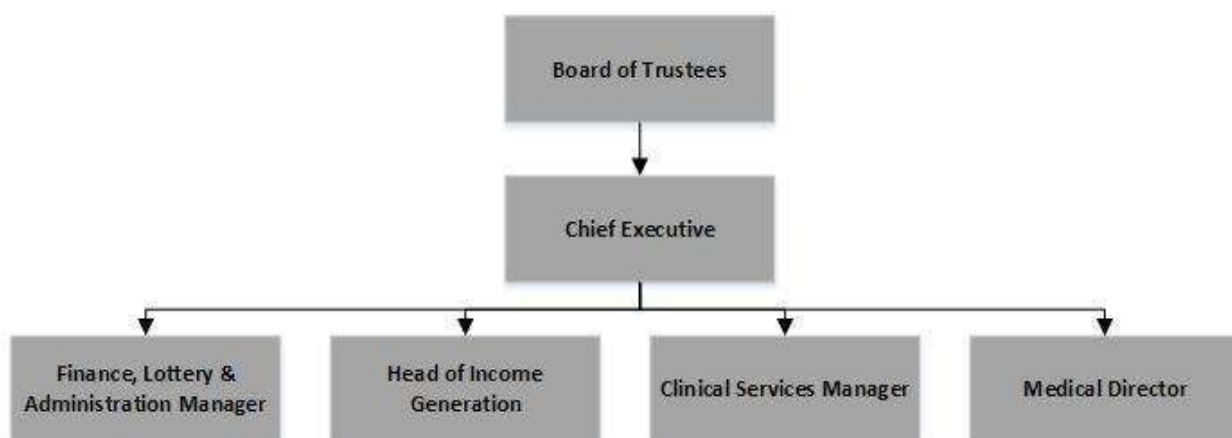
- **Care**
We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect
- **Compassion**
We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services
- **Support**
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities.



Pendleside currently has 140 employees across the organisation. In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with over 450 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

OUR SERVICES:

Pendleside cares for over 2000 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing & Rehabilitation
- Outpatients
- Complementary Therapy
- Family Support
- Admiral Nursing Service (Dementia)
- Psychological Support
- Bereavement Support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement Service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

JOB DESCRIPTION

JOB TITLE: Online Retail Co-Ordinator

REPORTS TO: Retail Manager, Retail Team Leaders

REPORTED TO BY: Volunteer E-Commerce Assistants

MAIN RESPONSIBILITIES:

- Manage the online shops to deliver the annual income targets as set out in the annual Retail budget. To ensure that the retail division delivers excellent customer service
- Maximise sales through every opportunity and manage controllable costs to ensure optimum net contribution
- Actively share and participate in the relocation of goods/stock to where the best income is likely to be achieved
- Utilise functionality of online platforms to maximise the sales potential
- Working with the shops and donation and distribution centre to ensure a constant supply of products to sell
- Monitor sales and deliveries, ensuring excellent customer service at all times.
- Comply with all legislation as detailed in the online and eBay trading policy
- Complete monthly reports for Income Generation Committee to monitor progress.
- Liaise with local businesses to secure pipeline donation stock
- Manage volunteer relationships to source assistance where necessary.

CORE TASKS

Key Performance Areas

- Sourcing, sorting, researching and preparing products for sale through all our online channels, ensure they are professionally photographed and listed on appropriate online selling platforms (eBay, Amazon & Facebook shop)
- Recruit, induct and develop a team of volunteers to support with online sales
- Deal with all enquiries professionally and within a timely manner
- Social media programming and online content creation
- Answer online queries
- Ensure any equipment or supplies are ordered and in stock
- Manage the postage, packing and delivery of items sold online
- Ensure stock sold in store is taken offline and vice versa
- Maintain any required seller ratings and minimum standards
- Able to cover where needed across the retail division
- Attend regular team meetings to ensure effective communications
- To effectively communicate with staff and volunteers to ensure they are fully engaged with Retail objectives, vision, and values and positively promote the hospice
- Assist the Retail Manager and Retail Team Leaders in projects within the retail division

- Assist on line Retail Manager and Retail Team Leaders in gathering content for social media
- To attend meetings and training courses as required
- Any other duties as requested by line management

INCOME GENERATION

- Work to achieve the annual income targets and KPIs as set out in the annual Retail budget and annual KPIs
- Maximise sales through every opportunity and manage controllable costs to ensure optimum net contribution
- Ensure that the online shops are well stocked with quality merchandise and that stock is sorted, stored and priced effectively.
- Network with outside agencies/corporate organisations to gain support through donations of stock
- Ensure accurate financial records are maintained liaising closely with the Finance Team to reconcile banking
- Assist with the development of Gift Aid
- Where appropriate and in accordance with agreed plans identify and organise any prospective new shop locations and/or retail income projects.

LEADERSHIP

- Through one's own behaviour and leadership, promote positive relationships, collaboration and effective teamwork across the Hospice.
- Hold all staff in positive regard and foster a culture of respect and consideration between all members of Pendleside Hospice team
- Build effective working relationships with colleagues and volunteers
- To ensure continuous self-development, ensuring that you have the required skills and competence to undertake the job role
- To actively participate in regular departmental and team meetings contributing to plans for retail development and income generation
- Support the Retail Manager, Retail Team Leaders and the Head of Income Generation in the implementation of the retail strategy and business plan
- To act as an ambassador for the Hospice promoting the excellent work across all departments and demonstrating an involvement in fundraising
- To build effective working relationships with colleagues and volunteers

GOVERNANCE AND RISK MANAGEMENT

- To work with shop teams to ensure retail legal standards and best practice guidance are implemented effectively.
- Ensure that Hospice policies, procedures and standards are adhered to at all times.
- Ensure effective Health and Safety management in the donation centre, including undertaking regular Health and Safety inspections and completion of risk assessments.

- Work closely with the Hospice maintenance team to ensure the area is maintained to a safe, secure and high standard
- Support the Retail Team Leader with review of audits and retail performance
- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure the security of information accessed in the course of your duties ensuring compliance with the GDPR (General Data Protection Regulations) and information governance training.

PERSONAL DEVELOPMENT

- Maintain personal competency by regularly updating skills and completing mandatory training as required.

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

JOB SPECIFICATION

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> Experience of working in an online retail environment, managing online retail marketplace platforms and ecommerce operations Experience of working with the public or within a customer care environment 	<ul style="list-style-type: none"> Minimum of 2 years working in retail environment or some relevant experience with transferable skills Previous experience in a charity shop management role Experience using a gift aid system Experience working with volunteers Experience of Social Media 	<ul style="list-style-type: none"> Application form Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> Good basic education to „O“ level/GCSE/GCE standard 	Ability to write, understand and implement procedures	<ul style="list-style-type: none"> Application form Certificates Interview
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> An understanding of online retail principles and shop management including stock control and targets Understands the importance of communication within a team Well-developed organisational skills/workload/priorities Ability to embrace and implement change Excellent oral and written communication Ability to work unsupervised IT literate – experience of Microsoft and working with online marketplaces and ecommerce software, social media An understanding of security requirements and the principles of Information Governance and confidentiality 		<ul style="list-style-type: none"> Application form Interview

Disposition / attitude / adjustment	<ul style="list-style-type: none"> • Ability to work flexibly according to the needs of the service • Ability to motivate and manage staff and volunteers • Commitment to “customer service” • Ability to work independently and as a member of the team • A leader by example, able to build respect • Self-motivated • Diplomacy and delegation skills 	Friendly and approachable	<ul style="list-style-type: none"> • Application form • Interview
Health & Physical	<ul style="list-style-type: none"> • Good attendance record • Able to stand for long periods of time and comfortable lifting and carrying equipment and stock 		<ul style="list-style-type: none"> • Application form • Interview • References • Recruitment medical
Circumstances	<ul style="list-style-type: none"> • Willingness to work flexibly over 5 days and availability to be flexible • Valid driving licence and use of own vehicle • Prepared to undertake any further training relevant to the job role 		<ul style="list-style-type: none"> • Application form • Interview
Equal Opportunities	<ul style="list-style-type: none"> • To have an understanding of, and an ability to, promote and implement equal opportunities • Ability to deal with a diverse range of people both internal and external to the organisation • A commitment to anti-discriminatory practice 		<ul style="list-style-type: none"> • Application form • Interview

MAIN BENEFITS TERMS AND CONDITIONS

Annual leave: The annual leave entitlement for a 25 hour per week post is 175 hours

Childcare voucher scheme: Pendleside Hospice offers a childcare voucher scheme

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers at Pendleside Hospice can access meals if working over a meal time and drinks at no charge

Notice period: 1 month

Parking: all employees and volunteers can park for free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

Sick pay: If the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

HOW TO APPLY

If you are interested in this position please complete the application form on the Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.