

Role Profile

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job Role	Administrator to Head of Retail & Donations Centre Manager
Department	Retail
Reports to	Head of Retail (HOR)
Location	Donations Centre

Background Information

Our shops are part of a Retail Team that generates an income of over £1m to support our services for people and their families living with long-term and life-threatening illnesses.

St Nicholas Hospice Care shops are located across West Suffolk as well as our online shop and Donations Centre. As well as generating income, they are the local high street face of the Hospice, support the local community and signpost to Hospice services.

Job Purpose

To provide a comprehensive and effective administrative service to the HOR, Donations Centre Manager and the Retail Division overall.

Key Accountabilities & Responsibilities

General Administration

- Contribute to the ongoing review and improvement of retail processes
- Gather and compile information from various sources to produce weekly and monthly standardised reports for the HOR to circulate to Shop Managers.
- Conduct analysis of reports looking for any trends, concerns or anomalies. Follow up with Shop Managers to obtain further insights that can be highlighted to HOR.

- Respond to ad hoc requests from Finance for retail data/accounts information
- Responsible for all Gift Aid data entry and checking.
- Assist with yearly Gift Aid claim and correspondence
- Collation and distribution of monthly P/L spreadsheets
- Produce weekly newsletter
- Prepare ad hoc presentations
- Support HOR with diary management
- Raise Purchase Orders as required
- Act as a point of call for Retail Managers if they are unable to reach the HOR, triaging as appropriate.
- Support administrative compliance with GDPR (General Data Protection Regulation) and Health and Safety regulations
- Work collaboratively with Marketing team to ensure optimum retail messaging
- Administer team meetings, recording and monitoring action log
- Stationary ordering

Donation Centre

- Respond efficiently to all Donation Centre enquires and follow up accordingly.
- Book and administer furniture collections and deliveries
- Co-ordinate stock takes, collate and enter results providing HOR with summary report
- Administer new goods (cards and diaries) stock data entry, packing and posting as required
- Maintain and update waste records, liaise with Local Authority regarding refuse collections and other support regarding waste management
- Liaise with cleaning contractors and obtain quotes for full or part cleans

Transport

- Maintain van fleet administration, including van weight records
- Support administration of vehicle check records

Key Working Relationships

- Customers - daily via phone and e mail
- Wider Retail team – daily
- Contractors – occasionally to request service
- Solicitors – occasionally as job demands
- Waste contractor – occasionally for tipping weights etc.
- Local councils – occasionally for refuse requests

Job Scope

Decision making level	<ul style="list-style-type: none">• Triages queries, determining level of urgency and who to escalate to
Financial resources	<ul style="list-style-type: none">• e.g. collation and distribution of monthly P/L spreadsheets
Other resources	<ul style="list-style-type: none">• Shared responsibility for consumable ordering within budget
People management	<ul style="list-style-type: none">• No direct reports
Legal, regulatory and compliance responsibility	

Person Specification

Knowledge, qualifications and experience

Required

- GCSE's or equivalent in Maths and English (Grade A to D)
- Experience using IT systems and applications, including Microsoft Excel, Word, Outlook, Teams and PowerPoint
- Experience of working in a customer-focused role
- Experience of working in an administrative role

Desirable

- Awareness of principles of GDPR
- Awareness of health and safety procedures

Skills and abilities

- Excellent interpersonal and customer service skills
- Attention to detail
- Ability to work to deadlines
- Setting up and maintaining manual and electronic filing systems
- Basic analytical skills
- Working as part of a team and on own initiative
- Ability to problem solve and respond to queries in a professional manner
- Ability to plan, organise and prioritise workload

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**