

Thames hospice

Job Title: Booking Line Clerk

Salary: £24,502 per year, actual salary £14,701 per year, plus enhancement for Sunday working at 1.66 / time plus two thirds.

Location: Superstore, Reading

Hours: 24 hours per week, including Saturdays and Sundays on rota.

Reports to: Superstore Manager

Responsible for: Supervision of volunteers

Purpose of Job:

To administer the bookings line for all collections and delivery of donated furniture that is sold in the Superstore and other Thames Hospice shops. To support and assist the shop management team with the day to day management of the shop including:

- meeting or exceeding sales targets in a busy furniture store
- providing the highest quality of service to represent Thames Hospice on the high street
- To support the moving and assembling furniture on and off the shop floor- some items are heavy sofas, beds etc
- To support the Coffee Shop Supervisor in the effective running of the Coffee shop in the Superstore

Main Tasks:

Bookings Line

- To take all incoming telephone calls and be the main point of contact for telephone bookings and enquiries at the Thames Hospice Superstore
- Respond to emails and all other furniture collection and delivery enquires
- To organise customer collections in and deliveries in a professional, efficient and sensitive manner
- To liaise with the Distribution Centre Manager to ensure that deliveries and collections are consistent with the agreed route plans for the vans and drivers
- To undertake general administrative tasks including, email messages and filing.
- To actively promote and support gift aid ensuring all administrative procedures are completed in line with policy and procedures.
- To respond to complaints in a professional manner, reporting any issues to the manager in accordance with the retail complaints procedure.

Sales & Profits

- To support the achievement of budgeted sales targets and maximum profit
- Follow agreed cash handling procedures
- Take responsibility for daily banking when required
- Support the management of stocktakes of new goods as required

- To promote Gift Aid, including training of volunteers and to ensure all administration procedures are followed in line with HMRC regulations.

Customer Service

- Create a welcoming, happy and professional atmosphere for customers and the shop team
- Provide excellent customer service at all times
- To proactively promote Thames Hospice in the community

Team Building

- To support the shop manager to motivate the shop team to deliver targets and excellent customer service

Organise and Manage

- To support the Superstore manager to manage the team of staff and volunteers in the day to day running of the shop

Legal/Security

- To ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site
- Follow Thames Hospice procedures when handling money and goods and ensure adequate security of the shop, its personnel, money and goods
- To report all accidents and incidents promptly, using the designated form.

Working with others

- Be flexible, and be willing to work additional hours, when required
- To undertake such other tasks as may be reasonably required from time to time e.g. roll out of new initiatives or projects
- To be flexible and work in neighbouring shops should the need arise
- Travel to retail meetings and training sessions as required
- Engage with and support activities of the wider organisation e.g. fundraising, marketing, and volunteering.
- To maintain excellent knowledge of Thames Hospice in order that customers, staff and volunteer queries can be answered correctly
- Positively promote the work of the organisation building & developing positive internal and external relationships.
- Deputise for the shop management team if required

General

- Manual handling - lifting, carrying and sorting stock and furniture
- Proportion of day spent working on a computer, inputting information
- Occasionally dealing with difficult/challenging customers

Working Pattern

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work, and will involve a regular element of weekend working.

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

OUR VALUES

Our values are the essence of our culture and inspire our behaviour.



Compassion

Compassion for everyone in a safe and caring environment



Ambition

The desire and determination to serve everyone in our community



Respect

Respect for everyone's dignity



Excellence

Committed to excellence in everything we do

Person Specification

Please note that all criteria are essential unless otherwise stated

Specialist Knowledge and Experience

- Recent experience of customer facing role (*essential*)
- Ability to work with standard Microsoft office packages (*essential*)
- Experience of working furniture sales environment with brand knowledge (*desirable*)
- Experience of supervising a team of people (*desirable*)
- Experience of cash handling (*essential*)
- Awareness of Health and Safety obligations (*essential*)
- Experience of recruiting and managing volunteers (*desirable*)
- Experience of working for a charity (*desirable*)
- Willingness and ability to demonstrate commitment to Thames Hospice values (*essential*)

Results Driven

An ability to get results and willingly tackle demanding tasks. Sets and exceeds challenging personal targets.

Customer Focus

Experience of delivering excellent customer service.

Organisation

Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.

Using Initiative

Experience of taking responsibility for own actions and make decisions without referring to others.

Resilience

Ability to remain calm and self-controlled under pressure.

Communication

Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience.

Team Working

Ability to develop professional, effective and supportive relationships with colleagues.

Flexibility

Ability to react positively to change and take others with you.

Special Conditions

Current driving licence with insurance cover for "Business Use" (*desirable*)