

## **GREENWICH & BEXLEY COMMUNITY HOSPICE JOB DESCRIPTION**

Job Title: Key Holder  
Hours: As & When, Monday – Sunday  
Department: Retail  
Accountable to: Shop Manager/Deputy Retail Manager  
Location: Greenwich & Bexley Community Hospice Shop

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### **JOB PURPOSE:**

Maintain the shop in all aspects of the work, efficiently and effectively, in manager's absence

To assist the shop manager with supervision of the shop volunteer team

Processing donations and maintaining shop standards in the managers absence

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### **KEY RESPONSIBILITIES:**

- 1 To be a key holder and be responsible for the opening and closing of the shop within the agreed opening times covering for the shop manager in their absence.
- 2 Process petty cash and handling of volunteer expenses, in the absence of manager.
- 3 Responsible for the overall day to day running of the shop in the absence of shop manager.
- 4 In the absence of the manager, ensure there is excellent customer care within the shop,
- 5 Under the guidance of shop manager support the volunteers to raise the targeted income set against store budget.
- 6 Support the manager in implementing store policies.
- 7 Reporting Health and Safety issues to shop manager.
- 8 In the absence of shop manager, report daily volunteer hours on SharePoint,
- 9 Complete start and end of day sessions on till and daily banking
- 10 Working to maximise sales by correct sorting of stock, pricing and display according to Hospice policies and procedures, Health and Safety regulations.
- 11 Follow agreed retail stock rotation procedures.
- 12 Responsible for frequently moving goods of varying weights around the shop on all daily shifts.
- 13 Responsible for dealing with unexpected and changeable workload daily which includes incoming donations in varying amounts with unknown contents in them.
- 14 Supporting the shop manager in ensuring shop is kept clean and tidy at all times.
- 15 Expected to complete Hospice mandatory training.
- 16 To be supportive of volunteers, adhering to Health and Safety/Fire regulations procedures, (as published by the Hospice), attending mandatory training, and ensuring they receive all Hospice communication available to volunteers.

### **COMMUNICATION AND WORKING RELATIONSHIPS:**

#### **Internal:**

Shop Manager  
Deputy Retail Managers  
Area Manager  
Head of Retail  
Shop network

#### **External:**

Customers

## **Further Information**

### **Job Description – General Statements**

Be familiar with and adhere to all Hospice (and relevant Trust) policies and procedures.

The post holder will work within their professional code of conduct, eg NMC, GMC, CIPD, AHP codes.

**The post holder may be required to work in and from any Hospice or associated Company premises.**

**This job description is intended as an outline of the general areas of activity and will be amended from time to time in the light of the changing needs of the organisation. It will then be reviewed in association with the jobholder(s)**

### Confidentiality/Data Protection/General Data Protection Regulations

The postholder is expected to maintain the complete confidentiality of all material and information to which he/she has access and process and in particular the confidentiality of all personal data stored, in line with the requirements of the General Data Protection Regulations 2018 (and preceding Data Protection Acts) and professional bodies.

Any requests for clinical information disclosure must be approved by Caldicott Guardian.

The postholder must, if required to do so, process records or information in a fair and lawful way. He/she must hold and use data only for the specified, registered purpose for which it was obtained and disclose data only to authorised persons.

### Corporate Governance

The postholder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

### Equal Opportunities/Diversity

The postholder must comply with and promote Equal Opportunities and Diversity and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion or belief, disability, political opinion, gender reassignment or trade union membership.

### Health and Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work. This includes co-operating with the organisation and

Taking personal responsibility for safety as outlined in the Hospice Health & Safety Policy and the Health & Safety at Work Act 1974 and fire regulations.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of general education</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working or volunteering at a successful traditional charity shop</li> <li>• Retail experience.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Computer literacy – Excel, Microsoft Word, email</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience in the functions of an epos till system</li> <li>• Experience in cash handling/banking.</li> <li>• Experience in working with volunteers</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Good verbal and written communication skills</li> <li>• Numeric skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Self-awareness and an ability to ask for support from senior staff.</li> <li>• Able to manage time and meet deadlines</li> <li>• To maintain acceptable standard of window and internal display/ stock presentation.</li> <li>• Ability to give guidance, support and encouragement to volunteers to achieve the objectives of the shop while supporting the shop manager.</li> </ul>