

Job Description

Job Title:	Retail Support Assistant	Department:	Trading
Reports to:	Retail Support Services Manager (RSSM)	Salary:	Up to £18,280 per annum pro rata (dependent upon experience)
Accountable to:	Retail Support Services Manager and Head of Retail	Hours:	20hrs per week Monday - Friday
Responsible for:		Location:	Cedars

Main Purpose of Job

- To ensure the smooth day to day operation of all retail & office functions by delivering excellent customer service internally and externally
- To be the first point of contact to the public ensuring we deliver excellent service.
- To support delivery of retail excellence from this central shop support function including matters of health and safety, training and cost control.
- To support the Retail Support Services Manager with key admin tasks across compliance, communication and cost control.

Main Responsibilities and Tasks

Retail compliance admin & retail operational support

- To support day to day operations across all retail functions including calls, email queries, post, admin.
- To be the first point of contact for the public delivering excellent customer service.
- To support line manager to effectively manage PMP and estates functions to ensure H&S compliance by keeping up to date records, dealing with supplier queries and research and other task as required
- To support team to ensure H&S compliance across the retail chain and shop support function including logistics.
- To support GA compliance across all retail functions within agreed timeframe
- To support GDPR compliance across shop support function with robust records and admin processes
- To support the end to end operational delivery of new shops including, research, working with suppliers, ensuring project documents updated.

Retail Cost Control admin

- To support line manager to manage the day to day retail functions including calls, queries, emails, post, projects and reports.
- To support line manager to ensure effective internal and external providers are cost effective and compliant as per Compton requirements.
- Ordering and PO - use systems proactively and within Compton processes.
- Invoice management- in conjunction with the accounts department- to ensure robust retail records kept and checks in place to manage costs.

Retail coms admin & customer service

- To be the first point of contact for internal and external queries, delivering excellent standards of service and support to all.
- To deliver excellent service for customer, supporters and staff internally and externally.
- To support line manager with maintaining the complaints log and ensure action taken is recorded.

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- To support line manager to manage and update the retail calendar driving income and retail excellence is updated as required.
- To support retail team with coms, new shop openings, closures, re sites etc- all queries and admin as required.
- To support the delivery of the retail conference and set agendas for operational and area meetings, with Head of Retail and Area Manager as requested, including bookings and invites.

Bought in Goods

- To support with BIG administration internally and externally
- To deal with supplier queries including orders, accounts etc. and deliver excellent customer service
- To deal with retail specific queries from shops and warehouse in a timely and robust manner
- To produce specific reports for BIG as required
- To produce BIG data analysis as required
- To support with stock allocation and stock takes (shops and warehouse) as required by Head of Retail
- To support with BIG - new projects including online and new shops as required.

Epos & Accounts

- To run reports and financial analysis including budget sheet, balance scorecards data as requested
- To support line manager with reconciling accounts as required.
- To support team to manage EPOS systems relating to hard/software issues.
- To ensure accounts department enquires relating to invoices are answered.

Gift Aid

- To support all Gift Aid claims via EPOS and HMRC requirements.
- To support all GA claims are processed on time and compliant.
- To effectively manage GA data and move to email notification

Other

- To support the RSSM & Head of Retail in the planning, implementation and monitoring of additional income streams that might benefit retail.
- To support recruitment and induction and training retail admin volunteers as required.
- To support with post internally and externally
- To support admin of AL data base for staff- Line managers to authorise
- To support admin of volunteer retail database- AM / Shops to update directly
- To support admin for master documents are robust and updated - across H&S, Maintenance, Accounts as required

Other

Governance and Risk

- Ensure that all staff for which the post holder has responsibility to participate in the development and implementation of clinical governance.
- Promote and facilitate the development of clinical audit and the management of clinical risk including patients' impact wherever possible and appropriate.
- Responsible for ensuring that effective monitoring systems are in place to include areas such as recruitment, appraisal, CPD, clinical supervision, performance management and registration verification.
- Investigate and implement lessons learned with regard to all complaints / incidents within section, ensuring that those are shared across the directorate as appropriate.

Smoking

- Compton acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted except in designated areas and in accordance with the guidelines set down within the No Smoking Policy.

Information Governance

- Compton Care requires its staff to comply with Information Governance related standards and policies always when dealing with confidential information, which includes any information relating to the business of the organisation and its service users and employees.
- All Compton Care employees are bound by a duty of confidentiality and must conduct their duties in line with the organisations Confidentiality Code of Practice, General Data Protection Regulation (2016/679 EU) (GDPR), will come into effect on 25 May 2018 throughout the EU and will replace the Data Protection Directive (95/46/EC), which is implemented in the UK through the Data Protection Act 1998.
- New governing legislation for collecting and processing personal data in the EU and Freedom of information Act which all employees must adhere to as this a binding legislative act from the European Union for the protection of personal data.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder's period of employment that relates to the business of the organisation and its service users and employees will remain the property of the Compton Care. Information may be subject to disclosure under legislation at the Organisation discretion and in line with national rules on exemption.
- Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the organisation taking legal action against them.
- Post-holders must ensure that they are aware of their responsibilities by attending the Compton Care Mandatory Training and Induction programmes.
- Your obligations of confidentiality shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed.
- This is provided that any such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Compton's Whistle Blowing Policy.

Corporate communication to support the charity

- Compton may require employees to support the organisations charitable activities.
- All charitable activities are managed by the Marketing and Fundraising departments, and there may be times when the organisation will require employees to participate in promotional or publicity activities.

Customer Care - Our Mission will be a leader defining palliative care excellence in the UK

- The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently. All staff to abide by Compton Care Values:
 - Excellence and Innovation
 - Respect and accountability
 - Community and partnership
 - Passion and determination
 - Compassion and empathy

Equality and Diversity

- Compton's committed to promoting equal opportunities to achieve equity of access, experience and outcomes, and recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.
- Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference.
- All employees should be familiar with and actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.
- We take our legal and moral obligations with respect to equal opportunities seriously and welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Health and Safety

- As an employee you have a responsibility to abide by all of the safety practices and codes provided by Compton Care and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.
- All employees must comply with the Compton Care Health & Safety Policy. All employees must attend Health & Safety training as required within their department or as directed by their line manager.
- All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation. In addition, employees must comply with Compton's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

Risk Management:

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Infection Control

- Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficile by ensuring they are compliant with the Health Act 2006 - Code of Practice For The Prevention and Control of Healthcare Associated Infections (They Hygiene Code); and by ensuring they are familiar with the Compton Care Infection Control Polices, located on the Intranet.
- All employees must comply with the Compton Care Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.
- Compton is committed to reducing the risk of health care acquired infections. Accordingly it is essential that employees adhere to all infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). Employees should participate in infection prevention initiatives and challenge infection prevention practices, reporting breaches using Compton's incident reporting system.

Job Design and Review

- This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed with an updated job description.

Patient Experience and Public Involvement (PEPI)

- Compton is committed to gaining feedback from all those that use services provided by Compton through a variety of methods.
- Feedback is used to ensure that future services meet the needs of the patients and demonstrate continuous improvement.

Policies and Procedures Safeguarding

- All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation.
- Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil safeguarding children and adults at risk responsibilities.
- All employees are expected to comply with existing local Safeguarding policies and procedures, and Compton and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Disclosure and Barring Service

- There are some roles within the organisation that require enhanced DBS screening in order to be able to start work within the Organisation.
- Where relevant to the role employees will be required to undertake this screening as part of the recruitment process and this will be updated on a regular basis whilst in employment.

Statutory and Mandatory Training

- All employees are required to complete any statutory or mandatory training as required by Compton or statutory auditing and regulatory bodies.
- Employees also required to refresh training as required and undertake any additional training as part of being employed by the organisation.

Use of Information Technology

- All employees are required to undertake duties and development related to computerised information management to meet the changing needs and priorities of Compton, as determined by your manager and in accordance with the grade of the post.

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Person Specification

Requirements	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none">GCSE- Maths & English	<ul style="list-style-type: none">IT qualification
Experience, knowledge and skills	<ul style="list-style-type: none">Excellent IT skillsExcellent planning, organising and time management skills required.Word, Publisher and ExcelExcellent written and verbal communication skillsPrepare and present documents as requiredHigh level of numeracy with proven ability to interpret and analyse financial data.	<ul style="list-style-type: none">Project management experience
Personal skills and attributes	<ul style="list-style-type: none">Excellent time management and organisational skills.Proven ability to work under pressure. Excellent interpersonal skills, solution driven and innovativeAble to work on own initiative.Able to prioritise workloads and work productively.	