



ST RICHARD'S HOSPICE

JOB DESCRIPTION

Job title: Merchandiser & Donations Processor
Responsible to: Store Manager
Accountable to: Associate Director of Retail Operations

Our Values:

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day-to-day work.

Caring

Caring is at the heart of everything we do.
We are inclusive and treat everyone as an individual who we respect and value.
We take time to listen and respond to the needs of each person.

Compassionate

We work with empathy, sensitivity and understanding.
We are considerate, kind and fair.
We support and empower individual choice.

Committed

We are dedicated, reliable and hard working.
We continuously strive to deliver high-quality services.
We support each other and work together for the benefit of our patients and loved ones.

Professional

We aspire to be the best in everything we do.
We are innovative and develop our skills through continuous learning and evaluation.
We take responsibility for our actions and are accountable.

Job Summary:

To sort and prepare donated goods for sale in our Charity Shops, following set procedures to ensure high standards of quality control at all times. The post holder will have particular responsibility for processing all donations coming in to the store and merchandising on the shop floor.

Main Duties and Responsibilities:

- Processing household items including ornaments, soft furnishings and bric-a-brac as well as books, media, toys, fashion and any



other donated items, following set procedures to separate saleable and un-saleable items.

- Being flexible to cover staff absence elsewhere within the store if required
- Being aware of quality items and show awareness of the value of different types of donated stock.
- Working with the Store Manager plan the layouts and ensure sufficient stock within the specific areas.
- Planning and delegation of daily workloads for volunteers as required.
- Identifying items which are Gift Aided and taking the appropriate action.
- Bagging seasonal stock, second grade clearance stock and rags with appropriate labels and ensuring they are placed in the correct storage areas.
- Having awareness of Trading Standards regulations regarding second hand goods for resale.
- Ensuring that all passageways, gangways & working areas are kept clean and clear of obstruction and that all machinery is maintained in a functional and safe condition with any defects or areas of concern being reported immediately.
- Ensuring stock is efficiently processed and that recording procedures are adhered to in accordance with agreed policy.
- Ensuring strict stock quality assurance (QA) procedures are carried out before goods are distributed to the shop floor.
- Assisting with stocktaking duties of new products if required.
- Providing written reports on activity levels if required.
- Maintaining hygiene levels in the toilet, canteen and office areas on a rota basis.
- Attending meetings and reporting on progress identifying areas requiring action.
- Attending staff meetings as necessary.
- Maintaining good relationships with all visitors, donors and volunteers to ensure all donations of goods are received and placed into the appropriate storage areas.



- Compliance with Health & Safety Regulations including safe manual handling procedures, completing daily sorting area H&S checks and temperature checks if required to do so and reporting immediate problems or incidents to the store Manager or escalating as required.
- All staff must undertake annual Individual Performance Review with immediate line manager as appropriate and respond to the agreed development plan in personal development.
- All staff must undertake annual mandatory training as directed.

General

- To attend mandatory in-house updates on fire and safety, moving and handling etc.
- To be aware of the responsibilities placed on employees under the Health and Safety at Work Act, to maintain a safe environment for employees and visitors.
- To bring concerns to the attention of the Associate Director of Retail Operations
- All staff are required to abide by St Richard's Hospice policies and procedures, including confidentiality, equal opportunities and data protection
- All staff must undertake annual mandatory training as directed.
- Out of hours attendance at car boots, clothing fairs and flea market stalls might be required occasionally to help with warehouse income generation, for which either time off in lieu or an attendance payment will be agreed with immediate line manager.

This job description is not exhaustive and duties may be reviewed from time to time and revised and updated in consultation with the postholder.



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PERSON SPECIFICATION

Job title: Merchandiser & Donations Processor

Responsible to: Store Manager

Accountable to: Associate Director of Retail Operations

	Essential	Desirable
Education, Qualifications and Training	Good standard of general education including numeracy, literacy and IT skills.	
Experience	Experience of charity retail management and/or sorting donated goods Experience of merchandising, layout and displays.	Experience of working with and managing volunteers.
Knowledge	Working knowledge of Bric-a-Brac, second hand goods Knowledge of retail processes and merchandising	
Skills and Abilities	Ability to identify items of value Ability to follow procedures And processes Organisational and prioritising skills Excellent Customer service skills	Awareness of eBay etc and other platforms for research Driving licence



Personal Qualities and Aptitudes	Enthusiastic Flexible to working hours Friendly Work as part of a Team	