



Job Title: Retail Stock Assistant

Department: Retail

Reports To: Retail Stock Team Leader

Hours: Full-time or part-time opportunities available. Flexibility required to work occasional weekends or irregular hours as needed.

The Role

The Retail Stock Assistant at St Oswald's Hospice plays a vital role in supporting daily stock operations, ensuring the effective sorting, processing, and distribution of donated goods. Working under the guidance of the Retail Stock Team Leader, the Stock Assistant helps maintain an efficient workflow that contributes to the overall success of the retail function. This position requires strong organizational skills, attention to detail, and a commitment to quality control. By supporting donation processing and warehouse activities, the Retail Stock Assistant contributes to the broader mission of St Oswald's Hospice.

Key Responsibilities:

1. Stock Sorting & Processing

- Sort, categorize, and prepare donated goods for retail sale, ensuring quality control standards are consistently met.
- Identify items suitable for different sales platforms, such as retail shops or online stores, based on value, condition, and market trends.
- Assist with the cleaning, packaging, and presentation of items to ensure they are ready for sale.

2. Gift Aid Participation

- Support the Retail Stock Team Leader in promoting Gift Aid to donors by explaining its benefits and importance.
- Ensure donated items eligible for Gift Aid are correctly labelled with Gift Aid stickers or tags.
- Accurately record Gift Aid information and maintain proper tracking to maximize the financial benefit for the organization.

3. Inventory Management

- Assist with the receipt, handling, and storage of donated goods in the central hub.
- Ensure items are stored efficiently, maintaining a clean, safe, and organized work environment.

- Work with the Retail Stock Team Leader to maintain accurate records of stock movement and to support regular stock audits.
4. **Team Support & Collaboration**
- Work collaboratively with other stock assistants, volunteers, and the Retail Stock Team Leader to achieve shared goals.
 - Support volunteers in their roles, offering guidance and assistance where needed.
 - Contribute to a positive and productive team environment that values teamwork, efficiency, and continuous improvement.
5. **Health, Safety & Hygiene**
- Follow all health and safety procedures to ensure a safe working environment.
 - Report any hazards, incidents, or unsafe conditions to the Retail Stock Team Leader.
 - Assist with maintaining a tidy, clean, and organized workspace, promoting hygiene and safety best practices.

Skills and Experience:

- **Attention to Detail:** Ability to assess and sort items with precision, ensuring only quality goods are prepared for resale.
- **Organizational Skills:** Capable of managing multiple tasks, such as sorting, while maintaining a clean and efficient workspace.
- **Physical Stamina:** Able to perform physical tasks, including lifting, carrying, and moving donations of varying sizes and weights.
- **Communication Skills:** Clear communication with team members, volunteers, and donors to support smooth operations.
- **Adaptability:** Flexibility to adapt to changing priorities and workflows in a fast-paced environment.
- **Teamwork:** Willingness to work cooperatively with colleagues, team leaders, and volunteers to achieve shared goals.

Working Conditions:

- Full-time and part-time roles are available, with flexibility required to meet the demands of the role.
- The position involves physical activity, including lifting, carrying, and sorting donated items.
- The role is based in the central hub, where all stock donations are processed and prepared for distribution.

Risk Management including Health & Safety

- We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

- Team work is core to the role and you will work as a positive team member.
- Our Respect at Work Policy, Values and People Charter help to guide everyone in how we live this day to day.

Confidentiality

- You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

New Tasks

- This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.
- Any substantive changes which may need to be made will be discussed with you.

Why Join Us?

At St Oswald's Hospice, every team member plays a vital role in our mission to provide exceptional care to the community. By joining our retail team, you will gain valuable experience in retail operations, stock management, and customer service. We are committed to fostering an inclusive, supportive, and rewarding working environment where your contributions are recognized and valued. If you are passionate about making a positive impact and enjoy working in a fast-paced, purpose-driven environment, we encourage you to apply.