



Job Title: Retail Stock Assistant
Department: Retail
Reports To: Retail Stock Team Leader
Hours: 7.5 hours per week.

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 organisational 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 Outcomes and Responsibilities:

1. Stock Sorting & Processing

- Sort, categorise, 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 organised 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. 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.

6. Team Working and Conduct

- Teamwork 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.

7. 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.

8. 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.

RISK ASSESSMENT	Task based RA completed
DISCLOSURE / LEVEL	Enhanced DBS required
PREPARED BY/ DATE	Andrew Moir January 2025

About you

Qualifications, Training and Education

As a guide we are looking for:

Skills and Experience:

- **Attention to Detail:** Ability to assess and sort items with precision, ensuring only quality goods are prepared for resale.
- **Organisational 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.

Your values:

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

Working Conditions:

- The position involves physical activity, including lifting, carrying, and sorting donated items.
- The role is based in the central Ouseburn hub, where all stock donations are processed and prepared for distribution.

Applying for this role

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research

also shows that many people with other protected characteristics also find it hard it much harder to gain employment.

At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace.

So if you are excited by the role but your past experience doesn't quite match every requirement we encourage you to apply anyway. You may be just the person we are looking for!