

Sunday Porter - Returned to Glory



An award-winning retailer, we trade 7 days a week on-line and in person. Together we achieve over £2m in sales each year. Our customers, donors and suppliers love our values driven aspirational retail experience; the opportunity to support local makers and a combination of new and upcycled goods to restyle their life, supporting the Hospice with every purchase and donation. Founded in 2011 Returned to Glory in Berkhamsted is our flagship up-cycling trading destination. Our range includes homeware, furniture, fabrics, records and lighting for every room. The shop combines a showroom and workshop. We have a vibrant successful programme of events to hone your upcycling skills. As a Sunday porter, you will work with our shop manager and deputy managers and our team of volunteers who work with our customers helping operate the shop and handle sales, playing a key role in the shop operations helping customers with their donations and sales.

Permanent: 6 hrs* Salary Band 3C

The post holder reports to our Returned to Glory shop manager

Main duties and responsibilities:

- Support the Shop Manager/deputy managers on the showroom floor to achieve sales and profit budget by;
- Supporting team and customers in the safe movement of furniture and other stock on and off the shop floor.
- Assisting customers both on shop floor and phone with enquiries and processing sales
- Offering and delivering excellent customer service at all times
- Assisting manager in achieving gift aid target by ensuring all gift aid opportunities are captured at the point of donation and sale

**The Hospice of St Francis trading teams use a 7 day rota to meet the needs of the Hospice, its customers and its people*

KEY RESPONSIBILITIES & TASKS:
▪ Assist customers and manager with the safe movement of furniture on an off the shop floor
▪ Show appreciation to donors whilst being mindful of what RTG is able to accept for sale
▪ Ensure all gift aid is captured both from donors and customers at point of sale
▪ Process sales and gift aid on the till
▪ Offer excellent customer service by ensuring a warm and welcoming customer experience. To include individual greeting on arrival and offer of coffee. Responsibility for making sure records changed so background music always playing
▪ Undertake minor repairs and DIY tasks as required
▪ Shared responsibility for ensuring Studio is kept tidy
▪ Assist Manager with preparation for events, workshops and promotions where appropriate
▪ Ensure compliance with health and safety and trading standards regulations
▪ Ensure safe movement and storage of furniture to be upcycled to prevent damage. Movement of other furniture on and off the shop floor.
▪ General assistance in showroom - enhancing presentation of items going out on the shop floor – cleaning and polishing and making any necessary repairs to ensure functionality
▪ Safe storage of all upcycling materials in accordance with Health and Safety guidelines

KNOWLEDGE AND SKILLS:
▪ Revenue: generator and contributor to Trading income ▪ Level of physical fitness to be able to cope with the lifting of furniture and other heavy items together with any other tasks required of the role ▪ Demonstrable ability to work as part of a small team as well as under own initiative ▪ Hardworking, organised, reliable and punctual ▪ Willingness to learn ▪ Methodical, organised with attention to detail and solution focused ▪ Positive and enthusiastic attitude. Adaptable and flexible ▪ Solution focused ▪ Flexible and adaptable ▪ Work and behave in accordance with Hospice Values
INTERNAL AND EXTERNAL CONTACTS:
▪ Shop team of manager, deputy managers and volunteers ▪ Fellow shop management and volunteer teams, Trading Team ▪ Members of the public ▪ External individuals/organisations – to represent and build good relationships to enhance the role of the Hospice within the community
This list of tasks and responsibilities is not exhaustive and the job holder may be required to undertake other relevant and appropriate duties as required by the Showroom Manager This Job Description can be amended by agreement with Post Holder and Manager.

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