

Isle of Man
Public Service
Careers



Retail Assistant - Noble's Hospital

Logistics & Hotel Services

Job Information



JOB DESCRIPTION

Title: Retail Assistant

Grade: Skill Zone 1 / Pay Band 2

Reports to: Thie Bee Retail Supervisor

Job Purpose

The primary purpose of the post is to assist in the delivery of an efficient and effective hospital retail service to patients, staff and members of the public in line with departmental standards and procedures.

Job Summary

To actively participate and take responsibility for:

- 🌀 To participate and assist in the provision of an effective and customer friendly service for the patients, staff, members of the public and other external agencies connected to Noble's Hospital Retail Services
- 🌀 To undertake an active role in the preparation and display of the products used for resale in the area
- 🌀 Demonstrate good product knowledge to provide advice and recommendations as needed
- 🌀 Check deliveries and displayed stock, ensuring all products are in date, correctly priced and follow pricing guidelines
- 🌀 Process customer payments using Point of Sale (ePOS) system accurately and efficiently, and provide a positive customer experience to service users
- 🌀 To replenish, monitor and control stock (stock rotation) and monitor wastage
- 🌀 Contribute to enhancing the retail service.
- 🌀 Responsible for the daily cleaning and tidying of both retail units
- 🌀 Undertake responsibility for the security of the area (opening and closing) placing keys in the secured Traka System at each end of day
- 🌀 Operate end of day financial process to record income accurately, following departmental cash handling procedures and IOM Government Financial Regulations
- 🌀 You will be required to answer the retail shop phone in a polite and courteous manner
- 🌀 If required assist shop supervisor with stocktaking
- 🌀 Report any defects to equipment or fabric to the duty supervisor

- 🌀 Maintaining safety and cleanliness so as not to endanger the safety of others or self
- 🌀 Maintain confidentiality and respect for service users
- 🌀 Undertake relevant training to enhance skills as appropriate e.g. Health & Safety training
- 🌀 To work constructively and flexibly as a team member by undertaking other tasks appropriate to the grade and role
- 🌀 Other duties as required by the Retail Supervisor

Knowledge, Skills and Experience

- 🌀 To have an understanding and working knowledge of the principles involved with the production and service of all products for sale to patients, staff and visitors to the Hospital
- 🌀 Demonstrate a capacity for self-organisation and an ability to respond and adapt while operating in an environment, which is often demanding and busy
- 🌀 Proven working experience in retail sales
- 🌀 Strong interpersonal and communication skills
- 🌀 Maintain an engaged and knowledgeable attitude ensuring prime aim is focus on the delivery of good customer service
- 🌀 Co-operate with all matters of health and safety and act in such a way as not to endanger the health and safety of others.
- 🌀 Act in such a way as to promote and safeguard the interests of the service users and staff.
- 🌀 Report any untoward incidences in accordance with the organisations risk assessment procedure.

Review

This Job Description is a reflection of the present post and may be altered in emphasis and detail within the change and development of the system.

This Job Description is not exhaustive or exclusive. It may change with the needs of the service, but only with prior consultation with the post holder.

Confidentiality

It is expected that the post holder will maintain a high standard of confidentiality in all aspects of his/her duties.

I acknowledge receipt of this Job Description relating to my employment and position.

Print Name.....Sign.....Date.....

Person Specification

Post:	Retail Assistant
Department:	Logistics & Hotel Services, Thie Bee Restaurant
Job Summary:	The main aims of the post are to assist in the processing of all products and services throughout the Retail Services and to assist in maintaining an effective, efficient, value for money service for the users, within the policies and procedures laid down in the Retail Services Operational Policy.

ATTRIBUTES	Essential Or Desirable	METHOD OF ASSESSMENT
QUALIFICATIONS		
English and Maths GCSE Grade C (4) or equivalent	D	CV
KNOWLEDGE & EXPERIENCE		
Previous retail experience with customer service as the focus	E	CV/Interview
Experience of operating ePOS till systems and card payment machines	E	CV/Interview
Product and merchandising experience	D	CV/Interview
SKILLS & ABILITIES		
Able to work without supervision or as part of a team	E	CV/Interview
Good communication and numerical skills	E	CV/Interview
Awareness of the need for confidentiality	E	Interview
Physically able to meet requirements of the role (in terms of lifting and carrying stock)	E	CV/Interview
PERSONAL ATTRIBUTES		
Self-motivated	E	Interview
Approachable and flexible	E	Interview
Confident communicator with good customer care skills	E	CV/Interview
OTHER RELEVANT REQUIREMENTS		
Isle of Man worker	D	Application
Satisfactory Police Check	E	Pre-Employment Checks