

# Person Specification

<b>Post Title:</b> Retail Co-ordinator		<b>Grade 3</b>	<b>Department:</b> Retail	
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	5 GCSE's grades A-C including English and Maths or equivalent related qualifications	Application form		Application form
Experience	Retail/customer service experience or experience in the commercial or voluntary sector and/or qualification in retail or customer services to NVQ level III  Demonstrable supervisory skills	Application form	Previous Management experience Experience of the Charity retail sector Experience working with volunteers	Application form
Skills and Knowledge	Knowledge of the retail sector and customer service skills  Understanding of financial budgets  Organisational skills and ability to deal with difficult situations  Computer Skills (data entry) General understanding of Health and Safety and Consumer Law	Application form/interview	Additional skills knowledge acquired through work history.  Knowledge of database systems, and word and excel packages	Application form/interview

<p>Personal Attributes</p>	<p>Excellent interpersonal and communication skills</p> <p>Ability to motivate/train and supervise a team of volunteers</p> <p>Demonstrable ability to work as part of a team</p> <p>Motivated and passionate about customer service</p> <p>Adaptable and flexible</p> <p>Ability to make reactive and proactive decision/planning</p> <p>Positive and enthusiastic attitude</p> <p>Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity and reputation</p>	<p>Interview</p>		
<p>Special Requirements</p>	<p>The role involves a requirement to exert moderate physical exercise on a regular basis</p> <p>Occasional requirement to work in the retail outlets</p>		<p>Able to travel independently across sites.</p>	

**Signature of Post holder:** .....

**Date:** .....

**Signature of Manager:**.....

**Date:** .....