

Retail Administration Assistant

Department	Retail	Reporting to	Cluster Store Manager
Salary	Up to £8.16 per hour	Direct Reports	None
Hours	Monday to Wednesday 8am to 1pm – 15 hours	Designation	Permanent (6) Post Holder
Benefits	<ul style="list-style-type: none"> ➤ 28 days holiday inc Bank Holidays, pro rata for part time employees ➤ Access to Newlife Pension Scheme ➤ Staff discount from 12 weeks ➤ Access to Childcare Voucher Scheme (where applicable) ➤ Health Cash Plan at level 1 upon completion of probationary period 		
Conditions	<ul style="list-style-type: none"> ➤ Essential criteria must be met ➤ Appropriate, acceptable employment references must be supplied ➤ Successful completion of 26 week probationary period 		
Equipment	<ul style="list-style-type: none"> ➤ ID / Lanyard ➤ Mobile phone 		

About Newlife:

Simply put, Newlife's mission is to change lives; to change the lives of those we so passionately serve. Newlife exists because there are an estimated 1 million disabled children in the UK today, many need help and support. We believe that disabled, terminally ill children and their families deserve to have:

- The vital equipment they depend on. Such equipment makes a real difference to the daily lives of disabled, terminally ill children and their families, giving them the quality of life they deserve. What's more we believe that disabled children should get this equipment when they need it which is why Newlife runs the UK's only emergency service. This service provides equipment to children who are in urgent need of equipment because they are unsafe, suffering needless pain or are terminally ill, often delivering across the UK within 72 hours. Newlife is now the UK's largest charity provider of this specialist equipment for disabled and terminally ill children.
- A trusted, confidential service that families can turn to. Newlife's free national helpline and online chat service is run by qualified nurses and supported by other dedicated healthcare professionals providing information and support when it is really needed.
- Real hope for the future. Newlife funds pioneering Medical Research at leading UK Hospitals and Universities, to identify anomalies in genes that cause birth defects, to find new treatments and to find new techniques which may, in the future, prevent these devastating conditions from ever occurring.
- A voice. Newlife campaigns for change to get a fairer deal for families with disabled children. Many parents feel they have an uphill battle to get the support they need.

Newlife helps give them a voice on important issues to overcome isolation and seek out improvements. Newlife highlights important issues and campaigns for change at both national and local government level.

Known for our commitment, integrity, passion, creativity and compassion, Newlife is the UK's leading child health and research charity. Our vision is to ensure that children with disabilities or terminal illness and their families are fully supported, have the assistance they need, have health improved and that decision makers understand and respond to their needs.

You can find out more about Newlife the Charity for Disabled Children by visiting our website: www.newlifecharity.co.uk

Post Summary:

The Retail Administration Assistant role in Newlife is unique, in that allows you to create the extraordinary by driving operational efficiencies which in turn generates money used to support disabled children and their families. Our stores are not charity shops but instead a heaven for bargain hunters and savvy fashionista shoppers that wish to buy well-known brands at discount prices. No two days are the same, your back of house (BOH) support will allow the shopfloor to run effectively through delivering the right people at the right place and right time and provide administration support for the till operation and to minimise business losses.

The organisation culture is based on a clear Mission, Vision and Values (MVV) which you will role model at all times.

You will need to have previous back of house experience and be able to work alongside and operate effectively with the Cluster Store Manager, Sales Managers and store teams. You will maximise the staff rota to drive sales / customer service and profit through the effective day to day administration of the till operation.

We are looking for someone with passion for both retail and generating money for disabled children, who has strong operational experience (cashing up, governance, and admin checks), ability to drive sales and profit, good communication skills, self-confidence and the ability to engage quickly with and motivate a diverse team. You will also need to be flexible in your approach to work.

If you would like to be part of a rewarding charitable organisation and you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

Essential Requirements: You must have:

- Experience in rota planning / co-ordination in a service led retail environment.
- Experience of ensuring the correct number of hours are covered to meet sales demands.
- Administration experience and able to act in a supporting role to the Cluster Store Manager in an administrative capacity.
- Experience of cashing up and investigating till errors.
- Excellent administration skills.
- Excellent numerical ability.
- An approachable manner, being personable but professional and be comfortable with liaising and communicating across all areas of the organisation face to face, email and via telephone, therefore great communication skills are essential.
- A 'can do' attitude and can demonstrate that you are a team player and have a

- positive approach to supporting colleagues and a diverse employee community.
- Excellent organisational skills and ability to manage numerous tasks.
- Ability to work flexibly and respond pro-actively to sales department changes as and when required.
- An ability to manage own time effectively in order to consistently achieve objectives.
- Enthusiasm and be a driven individual with a passion for 'seeing the job through to the end'.
- Have good IT skills in using Microsoft Office packages, particularly Excel which our rota's are created in.
- Be able to demonstrate being a detail and accuracy conscious individual with an ability to input/coordinate data and cross check records using spreadsheets.
- The ability to demonstrate experience of record creation, maintenance and reporting.
- Previous experience in a role where you have been responsible for volume cash handling and/or counting.
- The confidence to work alone and under your own initiative.
- The ability to priorities and plan work to meet deadlines as required.
- Have a sense of integrity and confidentiality when handing highly sensitive information.

Desirable Requirements: You could have:

- Knowledge and experience of using EPOS tills.
- Experience in basic operational retail management.
- Experience of working in a charitable organisation or a warehouse environment

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

Compassion

- Provide administration support for the Cluster Store Manager ensuring a human element is placed where communication takes place.
- When dealing with till errors or issues with the Rota a compassionate reply takes place even when this may involve a tough message.
- Provide fairness to the rota with shift patterns and overtime allocation.

Make things happen

- Ensure the tills are effectively cashed up and all cash / credit and voucher amounts are recorded accurately.
- Preparation of funds for banking and floats for the next day.
- Balance the workload effectively between banking functions and rota's.
- Ensure all business / till losses are minimised through effective investigation and issues resolved.
- Conduct daily / weekly checks on till functions to reduce internal losses.
- Ensure the rotas reflect the sales forecast.
- Assist in delivering the right person at the right place and right time on the rota.

Leading in the field

- Pro-actively plan all the sales floor rota's to maintain optimum staff to meet sales floor fluctuating needs and liaise effectively and directly with manager's of all retail locations to ensure staffing requirements are achieved at all sites.

People at our heart

- Ensuring both the internal and external customer is serviced to the highest of standards.

- Demonstrate a positive approach to supporting colleagues and a diverse employee community.

Additional Responsibilities / Expectations:

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Any other duties as required from time to time.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.

Applications:

Should be by completion of a Newlife Application Form, available as a free download from our website, by calling The People Team or by visiting the SuperStore in Cannock.

CVs may be attached, but we do not accept CVs alone.

Equal Opportunities:

Newlife the Charity for Disabled Children is an Equal Opportunities Employer.

Contact Details:

Head Office: Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF.

Tel: 01543 468888.

Email address: info@newlifecharity.co.uk

Web address:

www.newlifecharity.co.uk

Other Info:

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

