



*Being there for you
and your family*

JOB DESCRIPTION

POST: **Apprentice Retail Team Leader**

HOURS: **Full Time (Fixed Term Contract)**

BASE: **LOROS, Pullman Road, Wigston, Leicester**

REPORTING TO: **Operations Manager - Enterprises**

JOB SUMMARY:

Learn and Support our Superstore Shop and Warehouse Manager with day to day management of the site, and volunteer coaching and delegation.

DUTIES AND RESPONSIBILITIES:

To provide Team leader / supervisory support within a defined area of responsibility within Enterprises. To include; Support with stock rotation & replenishment, providing a safe working environment for our customers and volunteers, to learn and follow at daily administrative tasks and coach and develop our volunteer's whilst delivering excellent customer service.

Duties will include:-

1. To assist and support the Shop Manager with replenishing of the shop floor, whilst making commercial decision to maximise sales.
2. To support our Warehouse Manager with accepting donations and capturing Retail Gift Aid sign ups at point of acceptance.
3. To support both Managers with recruiting, induct and train and motivate our Volunteer teams and any corporate visitors. Delegating tasks based on the needs of the department.
4. To maintain accurate administration tasks in line with LOROS policies and procedures.
5. To ensure customers shopping experience is one that encourages repeat purchases.
6. Use a variety of computer packages to support the work of the department including MS Word, Powerpoint, Excel, Publisher as well as the CRS/CRM system.
7. To ensure that all transactions and stock are handled according to LOROS Financial and security procedures.
8. Attend regular retail meetings to get insight into wider department and update of any changes within the department or Hospice.
9. Manage and cover either the Shop floor or Warehouse in managers absence or day off.
10. Support operations Manager with any wider projects or launches, include promotional roll outs or new shop openings.

GENERAL:

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

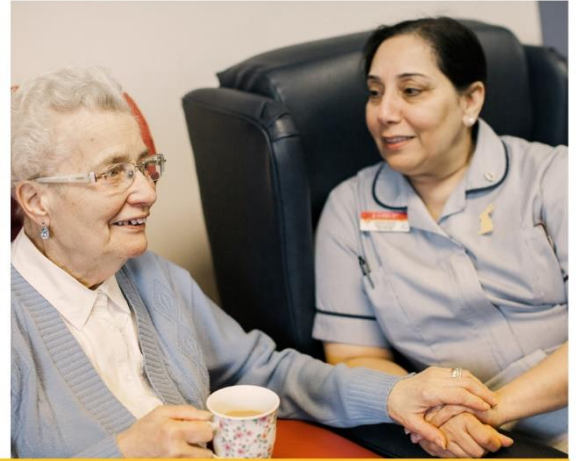
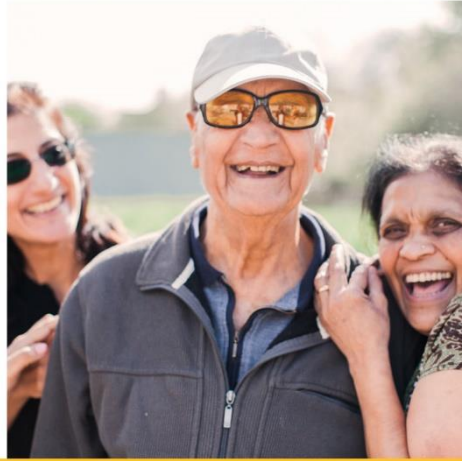
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....
Postholder

Signed..... Date

Line Manager



Our vision and mission



Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.



Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

LOROS

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LOROS KEY FACTS

SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



>2,500

No. of individuals
receiving patient care
from LOROS per year



Of whom
665

admitted to
Inpatient Ward



31

beds in
Inpatient Ward



343

employees

1,500

regular volunteers



Average length
of stay

14 days



£560

Cost per bed/day
including overheads



Cost per attendance
for Day Therapy **£305**

Day therapy now offers support to patients by
a much wider range of professionals including
physio, occupational and complementary
therapists, doctors and chaplaincy.

Cost
per hour
of running
the charity

£8.2M

Expenditure on patient care per year

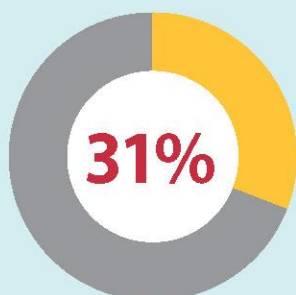
£6.0M

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



£932



Portion of
expenditure covered
by NHS



Portion of charity
costs directed to
care services

2,165

participants in LOROS educational activities
per year



24,950

LOROS Lottery numbers



29

LOROS
Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk

Being there for you