

**Queenscourt Hospice  
Role Description**

<b>Post:</b>	Bank Maintenance Assistant (Retail)
<b>Reportable to:</b>	Area Retail Manager
<b>Accountable to:</b>	Head of Income Generation and Communication

**Role summary:**

To assist in the servicing of the Hospice Charity Shops performing general maintenance and repair of the shop building, grounds, and risk management duties as required.

**Main Duties and responsibilities**

1. Undertake when required any maintenance tasks within the Retail Shops, Sorting Hub and any future properties.
2. When on duty, to liaise with the Retail Area Manager and/or the Retail Assistant and fulfil tasks which have been prioritised accordingly.
3. To support with the planning, preparation, and prioritising of any future maintenance tasks or quotes when required.
4. Liaise with the Area Retail Manager or/and the Retail Assistant to source competitive price when making necessary approved purchases.
5. If using the Retail van, ensure that it is routinely maintained, and cleaning tasks of the vehicle are being carried out. Report immediately any defects that require attention.
6. On occasion you may be asked to assist with fundraising activities. This may require some evening/weekend work.
7. On occasion you may be required to assist in the absence of the Retail Stock Distributor and Van Driver by servicing stock distribution across our Retail Shops, Sorting Hub and eBay Shop.

**Policies and Procedures**

8. Understand and comply with the policies and practices of Queenscourt
9. To participate in an annual development and review process
10. To attend statutory training in accordance with Queenscourt requirements.

**Health and Safety**

11. The post holder must familiarise themselves with matters relating to Health and Safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

**Other**

12. Maintain absolute confidentiality in all areas of work
13. Always act with complete integrity, respect and professionalism to enhance the reputation of the charity as well as themselves.
14. Any other duties commensurate with the grade and post.

**NOTE:**

**This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.**

## Person Specification – Retail Bank Maintenance Assistant

<b>Attributes Required</b> <small>(based on job requirements)</small>	<b>Essential</b>	<b>Desirable</b>	<b>How tested</b>
<b><u>Qualifications</u></b>	<ul style="list-style-type: none"> <li>• Educated to level 2 or equivalent experience</li> <li>• Full clean driving licence</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	Application Form Certificates
<b><u>Experience</u></b>	<ul style="list-style-type: none"> <li>• Previously worked within the trade sector preferably Joinery, Plumbing, Electrics, and/or engineering</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working in maintenance role in a retail environment</li> <li>• Previous experience working in a charitable or health care setting</li> <li>• Previous experience with working with volunteers</li> </ul>	Application Form Interview References
<b><u>Skills &amp; knowledge</u></b>	<ul style="list-style-type: none"> <li>• Able to coordinate with others to manage workload</li> <li>• Ability to work independently and as part of a team</li> <li>• Excellent communication skills</li> <li>• Ability to multi-task</li> <li>• Knowledge/understanding of working in accordance with health and safety legislation, such as HASAW Act, COSHH etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Current general knowledge of suppliers and traders</li> <li>• PAT testing qualification</li> <li>• First Aid certificate</li> <li>• A basic understanding of hospice and charitable philosophy</li> </ul>	Application Form Interview References Test
<b><u>Personal Qualities</u></b>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers.		References Interview

**Disclosure and Barring Service (DBS)**

This post is not subject to a disclosure and barring check