

Job Location:	CHSS Head Office, Edinburgh EH12 5EZ
Responsible to:	Retail Compliance & Administration Manager
Responsible for:	None

1. Introduction to Chest Heart & Stroke Scotland

NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



Our Vision: welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

Our Mission: welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people**: people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

Agile: we will be able to adapt to the needs of our people and the environment we work in.

Innovative: we will look for improvement in what we currently do and be creative in developing new services.

Inclusive: we will adopt a human rights based approach to our work and ensure we are accessible.

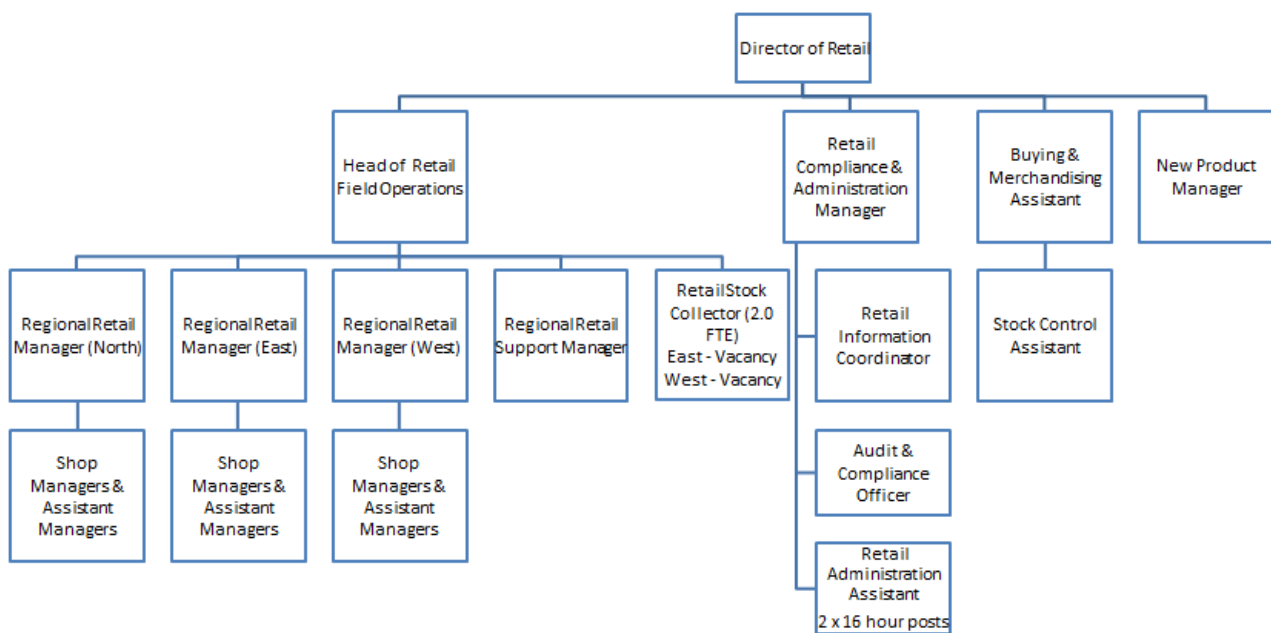
Accountable: we will take ownership for our work and hold decision makers to their responsibilities.

Collective: we can only achieve our goals by working together and learning from each other.

Courageous: we will say what needs to be said and do what needs to be done to meet our goals.



2. The Department of Retail



3. Job Purpose

To provide administrative assistance to the Senior Retail Administrator, who provides back-office support to thirty shops across Scotland.

4. Key Challenges

- Undertaking a variety of duties with an adaptable and flexible approach.
- Working to agreed targets and personal objectives

5. Key Responsibilities

Back-office support to shops across Scotland

- Stationery and supplies
- Shops weekly banking reconciliation
- Shop Gift Aid scheme administration
- Shop Volunteer enquiries
- All shop filing
- Shop communications

Occasional back up in the management of Assistant Managers

- Hours and sickness absence.

General

- Any other duties as required by the needs of the Retail Department

6. Key Results/Objectives

As required by the Retail Department.

7. Dimensions

Budget responsibility: None

Contacts: **(Internal)**

Regional Retail Managers
Regional Retail Support Manager
New Product Manager
Buying & Merchandising Assistant
Retail Information Coordinator
Shop staff and volunteers
Members of the Fundraising Department
Director of Fundraising

(External)

General public
CHSS supporters
Local traders and contractors
Recycling merchants

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Person Specification

	Essential	Desirable
Education and Knowledge	5 passes at Standard Grade or equivalent	Knowledge of working with statutory and voluntary services
Previous Experience	Confident use of MS Office suite, particularly Word and Excel Confident use of internet and email	Experience in use of Access databases, Powerpoint and Raisers Edge Experience in working with statutory and voluntary services
Skills Aptitudes Abilities	Ability to work as part of a team and use own initiative Ability to work under minimal supervision Evidence of good oral and written communication skills Good inter-personal skills Good organisational skills	
Disposition	Commitment to ethos of the voluntary sector Commitment to equal opportunities	

Summary of Terms and Conditions of Employment

Term:	Permanent
Salary:	Grade 6(i), Scale Points 10-15, £16,627 – £18,443 pro rata <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
Hours of work:	16 hours per week (CHSS full-time is 32.5 hours) worked over a minimum of 4 days per week
Review of Work:	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
Annual Leave:	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
Pension scheme:	<p>CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.</p> <p>Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.</p> <p>There are also schemes which provide death-in-service benefit and permanent health insurance.</p>
Equal Opportunities:	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.