

# Chest Heart & Stroke Scotland

## Retail Admin Assistant

### Job Description



<b>Position:</b>	Retail Admin Assistant
<b>Location:</b>	Head Office, Rosebery House, 9 Haymarket Terrace, Edinburgh EH12 5EZ
<b>Term:</b>	Fixed-term for 6 months
<b>Responsible to:</b>	Senior Retail Administrator
<b>Contacts: (Internal)</b>	Director of Retail Regional Retail Managers Regional Retail Support Manager Retail & Trading Project Manager Buying & Merchandising Assistant Retail Information Coordinator Shop staff and volunteers Members of the Fundraising Department Director of Fundraising
<b>Contacts: (external)</b>	General public CHSS supporters Local traders and contractors Recycling merchants

#### Main purpose of job:

Chest Heart & Stroke Scotland (CHSS) is a wholly independent Scottish charity which improves the quality of life for people in Scotland affected by chest, heart and stroke illness, through medical research, influencing public policy, advice, information and support in the community. CHSS receives no core funding from Government or any public body or private agency. To avoid becoming over-reliant on any one source of income, we raise funds from a wide variety of sources, including our growing chain of retail stores.

The main purpose of the post of Retail Admin Assistant is to provide administrative assistance to the Senior Retail Administrator, who provides back-office support to thirty shops across Scotland.

#### Most challenging part of the role:

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

#### Key responsibilities:

1. To provide administrative assistance to the Senior Retail Administrator, in the provision of back-office support to thirty shops across Scotland, including:
  - Stationery and supplies
  - Shops weekly banking reconciliation
  - Shop Gift Aid scheme administration
  - Shop Volunteer enquiries
  - All shop filing
  - Shop communications
2. To provide occasional back up in the management of Assistant Managers hours and sickness absence.

3. Other responsibilities include:
  - Opening mail for all departments on a rotational basis
  - Providing Reception cover, such as absences and lunch breaks on a rotational basis
4. General
  - Undertake other duties as directed by Senior Retail Administrator.
  - Participate in CHSS departmental meetings and other meetings as required.
  - Comply fully with CHSS Policies and Procedures.
  - Attendance at training sessions as and when required
  - Participate in the CHSS appraisal and support & development process.

*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.*

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### Person Specification



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

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Chest Heart & Stroke Scotland comprises several departments: Corporate Services (including Administration, Finance, IT, HR and Volunteering), Strategy and Communications, Fundraising, Retail and Services.

#### Summary of Terms and Conditions of Employment

**Location:** CHSS Head Office, Rosebery House, 9 Haymarket Terrace, Edinburgh, EH12 5EZ

**Term:** Fixed-term for 6 months

**Days of work:** Five days per week, Monday to Friday

**Hours of work:** 20 hours per week / 4 hours per day (CHSS full-time is 32.5 hours)

*New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.*

**Review of Work:** The postholder is subject to the CHSS objective setting, supervision and appraisal process.

**Annual Leave:** Generous Annual Leave Entitlement – equivalent to 36 days leave on joining CHSS (including bank holidays) and increasing to a maximum of 42 days after five years' service.

**Pension scheme:** CHSS operates a contributory Group Personal Pension scheme, which all employees are entitled to join; contributions are on an age-related scale of 1% to 3% for employee contributions and 5% to 11% for employer contributions. There are also schemes which provide death-in-service benefit and permanent health insurance.

**Equal opportunities:** CHSS is committed to equality of opportunity and to non discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.