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**Furniture Hotline Assistant**

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| Job Title: | Furniture Hotline Assistant |
| Department: | Trading |
| Location: | St Catherine’s Hospice |
| First Line Contact: | Head of Retail / Retail Administrator |

**JOB DESCRIPTION**

| Main Duties and Responsibilities |
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| To provide administration assistance to the team. Duties include:   * Answering telephone enquiries * Booking in deliveries and collections * Inputting data * Printing collection and delivery sheets * Responding to email/messenger enquiries in a timely manner * Liaising with shop managers * Liaising with drivers * Ad hoc miscellaneous administration tasks * To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager. |
| Main Duties and Respons  ibilities |

# PERSONAL GRIEF

# Any personal grief resolved sufficiently to perform role and cope In palliative care setting.

# CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

# DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

**PERSON SPECIFICATION**

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| Key Skills & Abilities | |
| * Ability to work both as part of a team and alone * Good communication and interpersonal skills * Good administration and organisational skills * Good attention to detail * Good IT skills, computer literate * Customer service experience * Reliable, friendly and confident * Good telephone manner * Awareness of furniture regulations to determine what can/cannot be accepted |  |
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