Hello,

It is my pleasure to extend a warm welcome to you as you think about joining our team! The people who work with us are our most important asset.

Upon joining the Essex & Herts Air Ambulance you will become part of a dynamic, fast growing family, committed to being a safe and effective health care provider.

We are looking for an outstanding person, experienced within the retail sector, to implement and drive the Trust’s retail plan.

This application pack is designed to familiarise you with an overview of the Trust and provide you with details of our current job vacancy.

Yours sincerely

Jane Gurney
Chief Executive Officer
Our Mission Statement

Our aim is to save lives, reduce or prevent disability - or suffering from critical illness and injury - by delivering a first class pre-hospital emergency medical service to the people of Essex, Hertfordshire and surrounding areas.

Our highly skilled and specially trained Pre-hospital Care Doctors and Critical Care Paramedics work alongside our regional partners using helicopters and rapid response vehicles fitted with state-of-the-art life-saving equipment. Our clinical teams are dispatched by the East of England Ambulance Service Trust.

We are here to assist everyone who lives, works, or is travelling through the region. The service is provided by the Charity free of charge to patients of all ages, from every background and faith, who require the most advanced clinical care.

Our Charity's Pledge to our donors

Our vision is to provide the people of Essex and Hertfordshire with the highest quality doctor/paramedic life-saving service, 24/7.

As a Charity, we rely on the generous support of the people and businesses of both counties to keep our life-saving helicopters flying. That's why we work hard to ensure that we exceed the very highest standards of fundraising, to build a strong and sustainable future.

EHAAT is a member of the Institute of Fundraising, the Fundraising Standards Board, the Gambling Commission and The Lotteries Council. We constantly endeavour to exceed the code of conduct requirements for each of these organisations, as well as for the Charity Commission for England and Wales.

Our supporters can be reassured that we put their interests at the heart of our fundraising activities. We will not share donor data with third parties or keep donors’ details on file if we have been asked to remove them.

Our Values  It's what we say, it's what we do, it's who we are...

PASSIONATE - We believe in our cause and are totally committed to the service we provide. The energy and enthusiasm we show demonstrates our motivation to sustain what we do.

PROFESSIONAL - We show professionalism in every way, ensuring we do even the simple things well and that we portray the right image for our brand. We treat everyone as they would wish to be treated.

INNOVATIVE - We drive forward clinical innovations and constantly look for ways to improve what we do – encouraging initiative, being creative, learning from our mistakes and being open to making changes when needed. We are successful and lead from the front with huge drive, determination and energy.

TRUSTWORTHY - We are credible and honest; we do what we say we'll do and we deliver high standards. We meet the needs of the patients we serve and we won’t let them down.

DEDICATED - We are loyal, kind, compassionate and considerate to each other - and to the patients we serve. We pull together as a family to achieve a common goal. We care about the cause and about each other; we are never off-duty.
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Charity Shop Manager</th>
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<tbody>
<tr>
<td>Reporting to</td>
<td>Head of Retail</td>
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<tr>
<td>Based at</td>
<td>Buntingford or Hitchin, Hertfordshire</td>
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<tr>
<td>Contract</td>
<td>Permanent</td>
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<tr>
<td>Salary</td>
<td>Competitive</td>
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<td>Start Date</td>
<td>October 2017</td>
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Criteria

- Proven experience in a similar role
- Strong organisation skills
- Motivated and committed, with an enthusiastic and flexible approach to work
- Excellent communication and interpersonal skills, able to liaise with people of all levels
- Creative and Enthusiastic
- Ability to work on own initiative and take a proactive approach

Job Purpose

Responsible for the smooth running of a designated Charity Shop whilst maximising revenue for the Charity.
Key Responsibilities

1. Act as liaison between the Charity shop and the Charity office on a regular basis.
2. Attend Staff meetings and other Retail meetings as required.
3. Responsible for ensuring the shop layout is kept to a high standard, displaying high quality items in an attractive manner, in order to increase revenue.
4. Provide a courteous and helpful service to the public and report any complaints or feedback to the Head of Retail.
5. Ensure volunteers sort donations on a daily basis.
6. Manage a pricing policy for the shop.
7. Work with the Volunteer & Events Manager to recruit new shop volunteers following the Charity's recruitment procedures.
8. Train new volunteers and ensure all new recruits receive appropriate training and support.
9. Ensure all new recruits receive an induction and are made aware of the aims and objectives of the Trust.
10. Encourage the commitment of the volunteers, encourage them to work as a team and value their new ideas.
11. Oversee and manage the work of the Volunteers and coordinate weekly rota.
12. Respond to comments left by shop volunteers in a timely manner.
13. Ensure the shop volunteers are fully updated with any Charity news and are made to feel part of the Charity and work effectively with the office based team.
14. Working closely with the Facilities Manager, ensure you comply with all Health & Safety Legislation relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
15. Despatch weekly till receipts to Head Office.
16. Bank daily shop takings and communicate this amount to the shop volunteers.
17. Identify opportunities to maximise sales – Monthly sales target to be set by Head of Retail.
18. Coordinate the recycling “Reclaim” bags and arrange collections.
19. Act as the main key holder for shop – open and close shop when necessary.
20. Write and distribute memo/newsletters to all shop volunteers as and when necessary.
21. Monitor shop supplies, i.e. bags, labels, till rolls etc and coordinate with the Charity office as to what is needed. Place orders as necessary.
22. Help promote Charity events and raise brand awareness within the community.
23. Responsible for the correct allocation and reconciliation of petty cash.

How to apply:

Apply with CV and covering letter to: Caroline.Beresford@EHAAT.org
Maybe not this vacancy?

Why not join us as a volunteer?

We are glad that you’re thinking of joining our team. If you would like to know more about becoming a volunteer visit our website EHAAT.org or send an email to Volunteer.Team@EHAAT.org