

### Job Advertisement – Retail Manager, Ben Lomond

- Permanent, full-time position with stable and regular hours
- Pakuranga location in Ben Lomond Crescent. Free parking on-site!
- Long service leave reward programme

### What can you expect from this permanent, full-time role?

Tōtara Hospice relies on its shops to generate income to support our wonderful team delivering specialist palliative care to the south and south-east Auckland communities. Pre-loved goods also contribute to sustainability efforts and care for the environment. We are literally **turning everyday items into extraordinary care!** This is a busy, hands-on role where you will work closely with the wider team to deliver retail specific initiatives such as our ‘\$1 Holla Days.’

You can also expect (not limited to):

- Manage the day-to-day operations of the store; manage incoming stock in our ‘mini D/C’, process transactions, merchandising stock
- Take ownership of the store’s sales performance and deliver on agreed outcomes
- Manage a team of volunteers; maintain and build solid relationships, delegate tasks, orientate new volunteers
- Nurture relationships with donors and supporters in the local community; act as an ambassador and ensure every person who plays a part in ‘Making Hospice Happen’ feels appreciated for their efforts

### Benefits for you...

- Stability - permanent, full-time position with regular hours (40 hours per week)
- Free parking on-site at the store
- Competitive hourly rate
- The opportunity to take your retail career away from the world of throwaway consumerism, and into a more sustainable direction
- At Tōtara Hospice, all are welcome and we pride ourselves on our diverse culture that embraces diversity. We are a member of **Diversity Works NZ**, valuing an inclusive work environment and are committed to providing equal employment opportunities to those of all backgrounds and identities. We are also a proud supporter of the **Silver Rainbow** programme, ensuring the needs of the rainbow community in our sector are understood and met

### What would we like to see from you?

You will be a ‘hands on’ Retail Manager who displays ambition and determination to succeed in the retail sector with a ‘get up and go’ attitude. We would also like to see:

- Retail experience in a team leader/supervisory position
- Experience in working towards and meeting sales targets
- Confidence managing and maintaining relationships with a variety of stakeholders
- A real passion to be part of what we do here at Tōtara Hospice and an understanding of the community we serve
- Full New Zealand working rights

### About Tōtara Hospice...

Tōtara Hospice provides leading edge palliative care services within the community of south and southeast Auckland and has been since 1981, that’s 40 years! We are based in The Gardens in South Auckland and have a workforce of 100-120 across clinical and non-clinical (including retail) who all share a common commitment to honouring living and dignifying dying.

### How to Apply...

Apply for this position via our SEEK ad [here at this link](#) and click the 'apply' button now! Please include an updated copy of your CV and a cover letter explaining why you want to work for Tōtara Hospice and why you are the most suitable candidate for the job.

*Tōtara Hospice as an organisation does not conscientiously object to anyone accessing their rights under the End-of-Life Choices Act that passed into law on November 7<sup>th</sup> 2021. Our focus will remain, as it always has been, on delivering to the needs of our patients and whānau. We will respect and support patients who choose this option.*

If you should have any questions prior to your application, please contact Tara at [hr.team@hospice.co.nz](mailto:hr.team@hospice.co.nz).