

JOB DESCRIPTION

Job Title:	Supervisor
Department:	Trading
Location:	As detailed on the contract of employment. Flexibility to cover other shops within the Trading Estate as required
Responsible For:	Supporting the Store/Shop Manager to maximise sales and profit from donations. Assisting in the management and development of a workforce of volunteers.
Salary:	£22,369.00 (FTE)

Job Summary

To assist in managing and co-ordinating the daily retail activities of the store/shop. This includes, working with a team of volunteers, delivering high customer service, helping to maximise sales and profitability, adhering to health and safety and relevant policy and procedures.

Working to enhance the Hospice's profile and reputation within the community with safe, welcoming premises, good customer relations, promotion of fundraising activities and interaction with local businesses.

Main Duties and Responsibilities

Duties include:

- Working with the Manager to maximise the sales of donated goods to produce the highest level of profit
- Working as part of a team to increase gift aid revenue
- Undertake cash reconciliation, banking and petty cash adhering to financial policies at all times
- Responsibility for the opening and closing and day to day management of the store/shop in the Managers absence
- Ensuring consistently high standards of customer service are achieved
- Ensuring attractive design and layout with inventive, merchandising all being standard practice is consistently applied across the store/shop

Main Duties and Responsibilities

- Assisting and guiding volunteers in the most efficient methods of dealing with donations and deliveries of stock
- Implementing and supporting effective stock rotation within the store/shop
- Supporting with the sorting, cleaning, preparation and pricing of stock
- Assisting with the planning of window displays, promoting hospice events and local activities
- Assisting in the induction, training, and development of volunteers
- Visibly motivating and supporting volunteers at all times
- Supervising the volunteers work, including cover and absence management
- Ensuring that all volunteers are aware and comply with hospice policies and procedures including health & safety, code of conduct and legislative requirements.
- Actively participating in annual performance reviews
- Actively participating in education and training relevant to the role
- Participating in hospice and trading events outside normal working hours
- Adopting the role of ambassador for the hospice

VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers.

If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

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

ESSENTIAL

DESIRABLE

Qualifications

- Educated to GCSE level (including Maths and English) or equivalent

Relevant Experience

- Experience in retail
- Cash handling / reconciliation experience
- Supervisory experience
- Retail experience in a charity environment
- Experience of working with volunteers
- Clean Driving Licence

Key Skills & Abilities

- Good interpersonal, influencing and communication skills with the ability to initiate, develop and maintain strong relationships.
- Able to communicate confidently with a range of people with sensitivity and defuse conflict situations positively
- Good written and verbal communications skills with the ability to give written and verbal instructions effectively.
- Ability to produce and interpret sales data
- Good organisational skills with the ability to manage tasks simultaneously
- Sales and customer service orientated with a keen interest in fashion clothing.
- Strong IT skills with the ability to train team members on basic retail systems i.e EPOS

Other

- Sufficient personal resources to work effectively in a palliative care setting
- Commitment to personal and professional development
- An understanding of and demonstrable commitment to the Hospice's Values as a framework for decisions, actions and behaviours.
- Understanding and commitment to the aims of Equality, Diversity and Inclusion
- Appreciation of confidentiality
- Flexible and proactive working approach