

Job Description

Shop Supervisor

Post: Shop Supervisor

Location: 5 Bank Road, Matlock, DE4 3AQ

Salary: £25,760 per annum (full time equivalent)

Hours: 28 hours on alternate weeks
Saturday, Sunday, Monday and Tuesday

Accountable to: Shop Retail Manager

Responsible to: Hospice CEO

Hours of work: Full flexibility required at all times
Extra hours to be worked on request

Purpose:

- To support the management of the effective and efficient running of Blythe House Hospice shops
- To support the retail team to meet or exceed income targets by maximising daily takings through good retail practice and high standards of customer service.
- To contribute to developing and motivating a strong, cohesive team of shop volunteers; ensure adherence to retail policies and procedures by all members of the volunteer team, providing guidance and clarification where necessary.
- To provide a safe environment and ensure compliance with Health and Safety requirements at all times.

Principal Tasks:

- Ensure efficient day to day running of Blythe House Hospice Shops as directed by the Retail Manager.
- To be responsible for opening and closing the shop, including cashing up and banking takings from the previous day.
- To provide holiday or sickness cover across other stores as required.
- Act as a channel for effective communication between the Retail Manager and the volunteer team.
- Ensure relevant information is communicated to all members of the volunteer team in a timely and appropriate manner.
- Promote a positive and fully informed view of Blythe House Hospice to volunteers, donors and customers at all times.

Volunteers:

- Ensure excellent customer care and all donations are received professionally working to Blythe House Hospice guidelines
- Encourage team working, mutual respect and consideration.
- Work effectively with others who have specific areas of responsibility within the retail operation; provide help and support as required.
- Support new volunteers in learning all aspects of their role.
- Lead by example and act as ambassador for Blythe House Hospice

Stock Management:

- Maintain quality control procedures and standards of stock preparation and presentation; provide guidance to volunteers to attain such standards.
- Ensure that all storage areas are kept clear, clean and tidy and that items awaiting attention for eBay, valuation, PAT testing etc. are kept in the designated holding areas. Ensure that such items put aside for valuation are not sold before they are assessed, valued or tested and that all items that go out of the shop can be accounted for
- Ensure that all items are appropriately priced before being put on display; undertake spot checks on prices; ensure continuity of pricing and that prices are not changed without appropriate authorisation.
- Implement and maintain high standards of in-store merchandising, window display and promotions.
- Promote Gift Aid and aim to apply it to as many donations as possible.
- Co-ordinate, display and price goods appropriately:
- Maintain effective recycling systems and procedures; manage the appropriate disposal of items that do not sell or cannot be sold.

Financial:

- Ensure the till system is used effectively and support others in the correct use of the till.
- Ensure all financial procedures are followed correctly.
- Ensure the Gift Aid system is used to maximum efficiency.

Communication:

- Co-ordinate planned absence with the Retail Manager.
- Co-ordinate cover of other stores with the Senior Retail Manager – extra hours as agreed.
- Report any issues or concerns immediately to the Retail Manager.
- Communicate information from BHH&HT to the volunteer team as required.

Child Protection and Vulnerable People:

It is the responsibility of all staff to:

- Safeguard children and/or vulnerable adults; to access training to ensure they know what constitutes abuse, and what support is available to them, at a level appropriate to their role and responsibilities.
- To report any concerns, without delay, to the identified person within their department/division or area of responsibility as per the relevant policies, keeping clear records, and following up as required to ensure necessary actions have been taken.

Health and Safety

- All employees are expected to act in a safe manner at all times and ensure that those around them do not put themselves or others at risk, reporting any hazards to their Line Manager.
- All employees are expected to complete any Health and Safety training requirements requested.
- Safety is everyone's responsibility. Working safely is a condition of employment at ALL times.

Equality and Diversity:

- All employees have a positive duty to comply with our Equality and Diversity Policy and to ensure that their colleagues are treated with respect and dignity. It is important to both communicate and promote the equal opportunities policy as part of a collective effort on a regular and ongoing basis.

This job description describes the main duties of the post holder and is not exhaustive. It will be reviewed with the post holder as part of the regular performance review and staff development procedure. This job description does not form part of the Contract of Employment.