

Person Specification

Shop Supervisor

The criteria below reflect the realistic requirements in terms of skills, abilities, qualifications and personal attributes necessary for effective performance in this post.

	Essential	Desirable
Qualifications		✓ Business qualification
Experience	✓ Significant experience of working within a retail environment including physical stock management ✓ Experience of money management and adherence of finance policies & procedures ✓ Previous supervisory experience	✓ Experience of working with a team of volunteers ✓ Experience of working in the Charity sector ✓
Skills and Knowledge	✓ Leadership skills; ability to coach and motivate a team ✓ Excellent oral and written communication skills ✓ Basic administration skills ✓ Methodical approach ✓ Sound business acumen ✓ Sound knowledge of Equal Opportunities and Safeguarding legislation with the ability to apply this as appropriate within the role	✓ Experience of Health & Safety & Fire Regulations ✓ Ability to train personnel to required standards ✓ Confident in the use of MS Office suite programmes
Personal	✓ Motivated and enthusiastic ✓ Flexible and adaptable ✓ Empathic and empowering ✓ Problem solver and decision maker with the ability to implement decision in line with a clear understanding of the limits of authority within the post ✓ Ability to remain calm in a busy developing environment ✓ Appreciate diversity; non-judgmental approach ✓ Good sense of humour, enjoy working within a team ✓ Capable of and willingness to work alone if required.	
Other	✓ Commitment to the work and values of Blythe House Hospice	