
Job Description

Post: Bank Shop Supervisor
Grade Hospice Grade 3
Salary: £11.96 per hour
Hours: Variable hours across the week
Reports to: Shop Manager
Base: Carlisle/Penrith

Overall aims:

To support the Retail Operation in raising income for Eden Valley Hospice and Jigsaw, Cumbria's Children's Hospice through our portfolio of charity shops, including our e-commerce offering, by maximising sales and increasing profitability in line with budgets.

To deliver a high quality retail service, including excellent customer service, to agreed performance targets and to ensure appropriate standards of stock control, security, health and safety and trading standards regulations are met within the premises.

With the support of the Shop Manager, ensure the efficient and effective leadership of a team of volunteers, encouraging effective communication, initiating work plans and helping to foster a positive team spirit through regular team meetings.

To take full responsibility for managing all day-to-day shop operations and delivering high standards in the absence of the Shop Manager.

Key areas:

Income

- Maximise shop income
- To promote Gift Aid by prompting donors and team in line with HMRC guidelines.
- To maintain quality to a standard expected by the Hospice
- To ensure high standard of customer service is always delivered, in line with Hospice guidelines.
- To price stock at a consistent level to maximise income and profits
- To maintain the correct level of stock density.
- To be aware of, and promote when necessary, other areas of income generation to support the charities aims

Premises

- As part of the shops team, ensure shop premises are clean and tidy at all times and merchandise to a high standard
- As part of the shops team, ensure that all fire, health and safety responsibilities are met
- Assist in pro-actively carrying out actions identified in risk assessments
- To be a key holder

Volunteers

- Manage volunteers and contribute towards the shop rota
- Train, support and coordinate the work of volunteers in the shops
- With the support of the shop manager, identify and train volunteer team leaders to support the management within the shop
- Ensure the shops are adequately staffed by volunteers at all times

Stock

- Accept stock donations to meet sales requirements and follow guidelines
- Responsible for stock control and rotation

Public relations

- Publicise and promote the shop, Hospice events and fundraising opportunities
- Implement and maintain strong customer service values

Administration and other

- Ensure clear audit trail of financial records
- Administration tasks using Microsoft Office, word and excel
- Travel within the area where required in the performance of the job, or for training and fundraising activities
- Promote the work of the hospice externally, maintaining good relations with all individuals, organisations and companies with whom you come into contact
- Undertake duties out of normal office hours when necessary
- Attend relevant internal and external meetings
- Communicate effectively both within and outside the team
- Maintain departmental confidentiality inline with Hospice policies and procedures
- Undertake any other appropriate tasks requested by relevant Managers

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves and others. They are to make themselves aware of the Eden Valley Hospice' Health and Safety Policy and procedures, thus ensuring a safe working environment. Line Managers are responsible to promote working safely and ensuring that their team are carrying out duties in a safe manner.

Data Protection and Confidentiality

All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.

All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Training

All employees are expected to keep their mandatory training up to date. Line Managers are responsible for ensuring their team have adequate time and resources to ensure all mandated training requirements are completed. Annual appraisals are to be completed in a timely manner, in which relevant development and training requirements are identified.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Person Specification

Knowledge and qualifications	Essential	Desirable
Good level of education, including maths and English	✓	
NVQ Customer Service		✓
Knowledge of Health & Safety and Fire Regulations		✓
Knowledge of retail gift aid		✓
Knowledge of online selling platforms		✓
Experience		
Experience of working to, and within, Health and Safety legislation and requirements in relation to retail and premises		✓
At least 1 years' experience working in a retail setting	✓	
Experience of working with volunteers		✓
Skills and abilities		
Administration and strong organisational skills	✓	
Ability to develop and lead a team	✓	
Ability to multi-task and use initiative	✓	
Excellent and accurate numerical skills	✓	
Excellent and accurate communication skills both verbal and written	✓	

IT skills, covering Microsoft Office, word and excel		✓
Able to respect confidentiality and work with integrity and discretion	✓	
Flexible working practice	✓	
Personal qualities		
Commitment to the aims of the Hospice	✓	
Strong sense of responsibility and accountability	✓	
Ability to act on own initiative as well as a team member	✓	
Good interpersonal skills and ability to communicate at all levels	✓	
Ability to work calmly and methodically under pressure	✓	
Special requirements		
Ability to travel independently within the area		✓

This document is subject to review as part of the annual appraisal process and in case of any changed service provision following discussion with the post holder.