**Job Description**

**Post:** Retail Coordinator & Shop Supervisor   
**Department:** Trading

**Salary:** £24,929.44   
**Hours:** 37.5 hours per week / Variable across week (flexible)  
**Reports to:** Retail Operations and Development Manager   
**Base:** Carlisle / Penrith / Hospice Offices

**Overall Aims:**

To support the retail and trading operations of Eden Valley Hospice and Jigsaw, Cumbria’s Children’s Hospice by maximising income across our charity shops and e-commerce platforms. The postholder will provide administrative, operational, and supervisory support to enhance profitability, coordinate volunteers, and ensure high standards in retail management, customer service, and compliance.

**Key Responsibilities:**

**Retail Operations & Income Generation**

* Support the smooth running of all day-to-day retail operations, acting as key contact for shop-related queries.
* Maximise shop income through effective stock control, consistent pricing, visual merchandising, and customer service.
* Promote Gift Aid across the retail operation; coordinate training and submission of HMRC claims.
* Ensure the quality and consistency of donated stock, and maintain appropriate stock density and rotation.
* Support the development and delivery of pop-up shops, new retail venues, and e-commerce growth.
* Monitor and promote additional income-generating opportunities in collaboration with the trading team.

**Volunteer Coordination & Staff Support**

* Assist with recruitment, induction, training, and coordination of retail volunteers in collaboration with People Services.
* Contribute to building a motivated volunteer team by encouraging effective communication and team spirit.
* Create and maintain shop rota coverage, particularly coordinating the shop collection van and volunteer drivers.

**Administration & Compliance**

* Provide consistent administrative support to the Trading Department, including reporting, document control, and audit compliance.
* Ensure all financial records are securely stored and maintain a clear audit trail.
* Act as a keyholder, ensuring security and health and safety measures are in place across sites.
* Liaise with Facilities for timely maintenance and repairs in shops.

**Customer Experience & Marketing**

* Deliver high-quality customer service aligned with hospice values and branding.
* Collaborate with the Marketing & Engagement team to promote retail operations and hospice events.
* Represent the Hospice positively in all public-facing retail activity.

**General Duties**

* Attend internal and external meetings as required.
* Support hospice and trading events.
* Travel within the area as needed.
* Undertake any other tasks reasonably requested by the Retail Operations and Development Manager or Shop Manager.

**Health and Safety**

All employees have a responsibility to ensure a safe working environment and follow Hospice health and safety policies. This includes promoting safe practices, completing required risk assessments, and addressing any safety concerns promptly.

**Data Protection and Confidentiality**

All employees must maintain the confidentiality of patients, staff, volunteers, and hospice business information in accordance with GDPR and Hospice policies. Only information required to fulfil the duties of the role should be accessed.

**Training & Development**

All employees are expected to complete mandatory training and participate in an annual appraisal to identify and address development needs. Managers are responsible for ensuring appropriate resources and time are allocated for this purpose.

**Note:**

This job description is intended to give a broad overview of the role and may be adjusted in response to service needs or the development of the postholder.

| Category | Requirement | Essential | Desirable |
| --- | --- | --- | --- |
| Knowledge and Qualifications | Good level of education, including maths and English | ✓ |  |
|  | Knowledge of Health & Safety and Fire Regulations in retail |  | ✓ |
|  | Understanding compliance requirements (GDPR, ICO, Fundraising Regulator, charity legislation) |  | ✓ |
|  | NVQ Customer Service |  | ✓ |
|  | Knowledge of retail gift aid |  | ✓ |
|  | Knowledge of online selling platforms |  | ✓ |
| Experience | At least 1 year’s experience working in a retail setting | ✓ |  |
|  | Experience working to, and within, Health and Safety legislation related to retail and premises |  | ✓ |
|  | Experience working with volunteers |  | ✓ |
|  | Experience in general office duties | ✓ |  |
|  | Experience working towards and achieving financial budgets |  | ✓ |
|  | Experience at a supervisory or management level |  | ✓ |
| Skills and Abilities | Excellent and accurate communication skills (verbal and written) | ✓ |  |
|  | Strong organisational and administrative skills, ability to set up and manage systems | ✓ |  |
|  | Ability to multi-task, manage time, maintain priorities, and use initiative | ✓ |  |
|  | Excellent and accurate numerical skills | ✓ |  |
|  | IT skills including Microsoft Office (Word, Excel), database/spreadsheet use |  | ✓ |
|  | Ability to work calmly and methodically under pressure | ✓ |  |
|  | Ability to develop and lead a team | ✓ |  |
|  | Ability to act on own initiative as well as part of a team | ✓ |  |
|  | Able to respect confidentiality and work with integrity and discretion | ✓ |  |
|  | Flexible working practice | ✓ |  |
|  | Aptitude and enthusiasm for embarking on fresh initiatives | ✓ |  |
| Personal Qualities | Commitment to the aims of the Hospice | ✓ |  |
|  | Approachable, professional, and compassionate | ✓ |  |
|  | Strong sense of responsibility and accountability | ✓ |  |
|  | Good interpersonal skills and ability to communicate at all levels | ✓ |  |
| Other Requirements | Ability to travel independently within the area |  | ✓ |
|  | Full driving licence and access to own transport |  | ✓ |