

Person Specification

Shop Supervisor



ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE & SKILLS Understanding of current, relevant retail legislation Excellent display and merchandising and stock management skills Well developed supervisory and motivational skills Excellent customer services skills Experience of supervising a retail store/unit Experience in working with volunteers	✓ ✓ ✓ ✓ ✓	✓	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
KNOWLEDGE Ability to safely undertake manual handling operations	✓		Application Form/Interview
QUALIFICATIONS/TRAINING Good standard of education with excellent numeracy and literacy skills Willingness to undertake relevant training	✓ ✓		Application Form Interview
PERSONAL ATTRIBUTES Able to prioritise and organise workload under pressure and with conflicting priorities Excellent communication skills Commercial awareness and judgment Able to work in a target driven environment, with a proven track record of meeting sales targets Able to respect confidentiality Able to work weekends Current clean driving license and use of own vehicle to travel to other shops/training/meetings Willingness to work in other Prince of Wales Hospice shops Flexible approach to working hours and working week Have access to a mobile phone.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Interview Application Form/Interview Interview Interview

Document Name: Assistant Shop Manager	Ref:
Author:	Status:
Approval Date:	Issue Date: May 17
Version	Review Date: