

Role Profile



Role: Shop Supervisor

Responsible to: Shop Manager

Main purpose of job: *To maximise profit to support the operation of the Hospice and to ensure that opportunities are taken to promote awareness of the Hospice cause and philosophy. To deputise for the shop manager and to assist the shop manager to maximise income from sales, control direct shop expenses, motivate the shop team, and ensure compliance with all Hospice retail procedures and relevant legislation.*

Main Duties and Responsibilities:

Sales and Profit

- To achieve optimum sales and ensure targets are achieved
- To control pricing, in line with company policy
- To ensure the highest possible resale value of donated stock

Stock

- To encourage the public to donate stock
- To ensure the shop is fully stocked at all times, in accordance with company policy
- To rotate stock in accordance with company policy
- Ensure efficient use of resources
- Display merchandise to optimise its potential, in accordance with company policy
- Process stock efficiently to maintain quality and quantity, in accordance with company policy and maximise sales and collection targets to ensure income targets are achieved.

Customer Care

- Deal with customer queries and complaints courteously and efficiently

Premises Management

- To ensure shop housekeeping is always to company standard
- To take day-to-day responsibility for shop exterior
- To ensure all shop equipment is kept in good working order
- To inform the Shop Manager of any necessary repairs and maintenance

Staff

- Recruit and train volunteers to ensure adequate cover at all times
- Induct all new starters and complete relevant paperwork
- To develop and motivate the shop team, ensuring best use of time, skill and expertise to meet the needs of the shop
- To keep all staff informed of developments and changes
- Maintain proper and correct discipline at all times

Administration

- Complete all paperwork correctly and to timescale
- To bank daily
- To ensure all entries on official documentation are clear and detailed

Security

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Approval Date:	Issue Date: 2 nd April '19
Version: 1.0	Review Date: N/A

- To ensure correct till procedure is always adhered to
- To safeguard The Prince of Wales Hospice retail department property at all times
- To act as a designated key holder for the shop

Legislation

- To have knowledge of, and ensure compliance with, regulations relating to Health and Safety and Trading Standards, and engender good working relations with all statutory bodies
- To train all staff and volunteers in safe working practices

Team Development

- Manage the staff and volunteers within the shop to ensure that consistent, high quality service with the shop
- Effectively manage the performance of staff and volunteers and carry out annual appraisals in line with Hospice policy
- Ensure staff and volunteers within the shop maintain knowledge of retail regulations and legislation
- Ensure staff and volunteers within the shop to agreed objectives and are clear about expected standards of performance, are motivated and adequately trained and developed to carry out their roles.

General

- To provide emergency cover in any Hospice shop, as directed by line management
- To comply with policy and procedures stated in the shops manual
- To attend meetings and training sessions as required
- To fulfill any other reasonable management requests deemed necessary
- To work with other Hospice departments as directed by the Head of Retail
- May include working some Sunday's

General Duties and Responsibilities

- All employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure they comply with Hospice policies and procedures at all times;
- Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice;
- Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

The tasks and responsibilities outlined in this job description is not exhaustive and the post holder may be required to undertake other tasks in agreement with their line manager

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