

PILGRIMS HOSPICES – JOB DESCRIPTION

Retail Supervisor

MAIN PURPOSE AND SCOPE OF THE JOB:

The post holder will primarily support the shop manager in the effective running of the shop to ensure the store is open and suitably stocked.

POSITION IN ORGANISATION

Reports to: Shop Manager

DUTIES AND KEY RESPONSIBILITIES

Job Dimensions

To support the Retail Manager with the day to day running of the store

- Meeting agreed financial targets.
- Ensuring highest standards of merchandising on the shop floor.
- Carrying out shop administration (EPOS Till, reconciliation, arranging deliveries, banking).
- Following health and safety policy & procedures and giving support when needed.
- Implementing and ensuring the growth of our Gift Aid scheme.

Principal accountabilities and responsibilities

Stock Management

- Receive, sort, prepare, price and maintain stock of donations for sale.
- Ensure the pricing policy for the store is adhered to in accordance with the policies set out by the Retail Area Manager.
- Maintain a high standard of merchandising and display in store.
- Ensure good housekeeping is adhered to, at all times, in accordance with our Health & Safety training and policy..
- Implement and maintain our "Gift Aid" Scheme in accordance with the policies and processes set out by Head Office.
- Work to our Retail policies and procedures.
- Provide a courteous and helpful service to the public.

Support of Volunteers

- Assist with the training and retention of our volunteers, in accordance with our Pilgrims Hospices behaviours
- Organise and support the work of volunteers.
- Work with, mentor and motivate volunteers to develop their processing and merchandising skills.

Shop Finances

- Follow Pilgrims Hospices policies for the control, reconciliation and banking of daily takings and monthly returns to the finance department, ensuring security of data..

Policies and procedures

- To be aware of and comply with all Pilgrims Hospices Health & Safety policies relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
- Ensure volunteers adhere to relevant Pilgrims Hospice policies and procedures.
- Ensure that all volunteers respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment.
- To be aware of and comply with Trading Standards Legislation.

Other duties

To work with regional fundraisers to maximise the retailing and fundraising opportunities in the area and to promote Pilgrims Hospices.

Maintain good public relations within the local community.

Perform any other duties commensurate with the role as required

Measures of Success

- Achieving Agreed measurable targets.
- Excellent customer service.
- Volunteer support, training and retention.
- Regular ongoing performance review and appraisal.
- Gift Aid sign ups, Agreed Gift Aid Sales percentage

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Code of Conduct –

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

Issued: August 2024

PILGRIMS HOSPICES – PERSON SPECIFICATION

Retail Manager (Furniture)

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

Essential	Desirable
Experience	
Retail sales experience	An awareness of high street retail fashion
Numerate and commercially aware	Worked with or Managed volunteers
	Charity shop experience
Qualifications	
	Educated to reasonable standard
Skills, Knowledge & Abilities	
Willingness to learn and seek advice	Creative flair with an eye for detail and able to present stock to a high standard
	Excellent communication and interpersonal skills, personable and able to relate to volunteers
	Health and Safety aware and used to ensuring a safe working environment
Personal attributes	
Ability to work independently with minimal supervision	A flexible and positive attitude
Personal Circumstances	
Able to work weekends	Able to work flexibly from time to time

Date Written: **August 2024**