

PILGRIMS HOSPICES – JOB DESCRIPTION

Retail Supervisor

MAIN PURPOSE AND SCOPE OF THE JOB:

The post holder will support the Retail Manager in the effective day to day operation and management of a Pilgrims Hospices Charity shop and shop volunteers.

POSITION IN ORGANISATION

Responsible to: Retail Manager
Accountable to: Area Manager and Head of Retail

DUTIES AND KEY RESPONSIBILITIES

1. Job Dimensions

- To support the Retail Manager with the day to day running of the shop.
- Meeting agreed financial targets.
- Maintaining effective stock management and merchandising.
- Managing and training volunteers.
- Carrying out shop administration.
- Ensuring adequate security.
- Following health and safety policy & procedures and giving training when needed..
- Implementing and ensuring the growth of our Gift Aid scheme.

2. Principal accountabilities and responsibilities – to support the Retail Manager, and act as their deputy in their absence:

Shop Management

- Provide a courteous and helpful service to the public.
- Receive, sort, prepare, price and maintain stock of donations for sale.
- Ensure the pricing policy for the shop is adhered to in accordance with the policies set out by the Retail Management.
- Maintain a high standard of merchandising and display in store, including the windows. Stock may include, clothing, electrics, books, records, bric-a-brac, vintage clothing, and furniture items.
- Ensure good housekeeping is adhered to, at all times, in accordance with our Health & Safety training and policy.
- Deal with customers' complaints and queries, with empathy, gathering factual information and refer them to the Retail Management team where necessary.
- Implement and maintain our "Gift Aid" Scheme in accordance with the policies and processes set out by Head Office.
- Ensure that the advertised trading hours are adhered to.
- Work to our Retail policies and procedures.

Management of Volunteers

- Recruit, train and retain our volunteers, in accordance with our Pilgrims Hospices behaviours
- Assist with the preparation of weekly rotas on a monthly basis, ensuring the shop is adequately staffed at all times.
- Organise and manage the work of volunteers.
- Ensure that volunteers give excellent customer service and this is maintained at all times, even in adverse circumstances.
- Ensure all volunteers are made aware of the aims and objectives of Pilgrims Hospices, by having regular shop meetings..
- Ensure that volunteer paperwork is completed in full and forwarded to Head Office, for references and processing.
- Train and develop volunteers on our Gift aid programme and Epos tills.
- Work with mentor and motivate volunteers to develop their merchandising skills,

Management of 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.
- Identify opportunities within the community to raise the profile of the shop.
- Order and maintain the shops stationery and equipment.

Management of 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 expenses are completed and submitted with in requested time frame where applicable
- 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 the Fundraising Department, to maximise the retailing and fundraising opportunities in the area and to promote Pilgrims Hospices.

3. Measures of Success

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

4. Communications & Relationships

Internal

Head of Retail
Retail General Managers

External

Customers
Donors

Tivoli Administration Team
Volunteers
Drivers
Fundraising Managers
Volunteer Fundraising Groups
Human Resources
Finance
I.T

General Public
Trades & Services
Local Government & Agencies

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: April 2024

PILGRIMS HOSPICES – PERSON SPECIFICATION

RETAIL MANAGER

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.

	CRITERIA	E - Essential or D - Desirable
EXPERIENCE	• Retail Sales experience • Previous experience working with and/or managing a volunteer workforce • Previous experience working for a charity shop	E D D
SKILLS/ ABILITIES	• Good numeracy skills • Excellent communication and interpersonal skills • Ability to work with minimal supervision • Willingness to learn and seek advice • EPOS past user and IT literate	E E E E E D
KNOWLEDGE	• Educated to GCSE or equivalent in Math's and English •	E
QUALIFICATION/ TRAINING	• Retail Sector training • Retail Management NVQ	D D
OTHER REQUIREMENTS	• Ability to be flexible and work additional hours as and when required	E

Date Written: April 2024