



Job Title	Store Supervisor
Reporting to	Amy Hancock
Line Manager to	Volunteers & Staff
Salary	£4,720,
Contract	Permanent/ Part time
Based at	Store50 Canterbury
Closing Date for your Application	16 th July 2026
Interview Date/s	24 th July 2026
Contact for Questions	About the process: hr@pilgrimshospices.org About the role: amy.hancock@pilgrimshospices.org
Website	www.pilgrimshospices.org.uk



What you'll be a part of:

At Pilgrims, we believe in creating a space of hope, dignity, and support, not only for people with life-limiting illnesses but for their families as well. Our locations in Canterbury, Ashford, and Thanet provide a wide range of services, from inpatient care to hospice at home and community programs—all focused on helping patients live well, no matter their diagnosis.

“I've never worked somewhere that is quite so lovely”

Far from being places of sadness, our hospices are places of life—where people can find joy in moments, no matter how small, surrounded by family, friends, and compassionate care teams. We don't just treat symptoms; we offer emotional, spiritual, and social support to ensure both patients and their families are uplifted. Whether it's through sharing laughter, enjoying a favourite activity, or simply making cherished memories, we aim to bring happiness to every day.

Being part of the Pilgrims team means that your role contributes to something much greater - helping create an environment where families find strength, comfort, and even happiness during difficult times. Whether you're working behind the scenes or on the front lines, every contribution plays a crucial part in enabling us to provide free, compassionate care to over 2,500 people each year.

You can read more about working at Pilgrims on our website and our social media. If you are reading this digitally, you can click the links below.



The Role in One Paragraph

The Retail Supervisor will support the Retail Manager in the day-to-day running and development of the shop, ensuring excellent customer service, strong financial performance and high visual standards.

A key focus of this role is growing the shop's social media presence and driving sales through TikTok, Instagram, Facebook and other digital platforms. The post holder will be responsible for creating engaging content, promoting stock creatively, supporting online selling initiatives and helping modernise the customer experience within the charity retail environment.

Alongside digital responsibilities, the role includes supervising volunteers, cash handling, banking, opening and closing procedures, merchandising, stock processing, housekeeping and ensuring compliance with all Pilgrims Hospices policies and procedures.

The post holder will act as deputy in the absence of the Retail Manager.

The Organisation

Pilgrims Hospices provide care and support for patients with life-limiting illness and their families.

As well as caring for their clinical needs, we support our patients to feel comfortable and happy, whether by spending time in our beautiful gardens, having pamper days, playing a board game with their loved ones, eating their favourite meal or whatever is special to them.

To find out more about the other teams and get an idea about the size of the organisation and exactly where this role sits, please see the Organisational Chart included at the end of this job pack

If you are reading this online, you can click the thumbnail below to watch a short video about Pilgrims



‘At the hospice, there is a clear philosophy that when you’ve finished work, you’ve finished work- you’re not expected to take work home with you. I’m so much happier’

Our Vision

“Of a community where people with a terminal illness and their family and friends are supported and empowered to live well in mind and body until the very last moment of their life”.

We recognise that our workforce is integral to the delivery of [our Vision](#) and our charitable aims. Pilgrims Hospices continues to create a highly skilled, motivated, engaged and healthy workforce by providing an environment where staff and volunteers feel highly motivated to perform their roles to a consistently high standard, and actively role model our charitable behaviours and values.

To achieve [our Vision](#), we have a shared set of values and behaviours that enable us to be the people and the charity that patients and their loved ones need us to be. They form [our CODE](#), which guides us in our daily working and decision making:

Compassionate We treat everyone with compassion and care

Open We communicate openly, honestly and effectively

Dynamic We are dynamic, improving and developing our service

Empowered We empower people to achieve their outcomes



'I've met some wonderful and kind people here; it is a lovely place to work and I have witnessed how much thought and respect is given to staff and volunteers alike with the 'Thank You' events and the 'Personal Best' programme to name a few'

Terms and Conditions

Role title	Store Supervisor
Contract	Permanent / Part Time – 7 hours per week
Salary	£4,720
Probation Period	4 months
Annual Leave	48 hours per year
Based	Store50 Canterbury Shop
Pension	<p>We operate a defined contribution group pension scheme and make and employers contribution equivalent of 6% of gross pay into this scheme alongside an employee contribution equivalent of a 2% from your pay.</p> <p>Or, if you are a member of the NHS Pension Scheme and have contributed in the 12 months prior to commencement of employment, you are eligible to continue contributing to the NHS Pension Scheme. You will receive an employer's contribution of 20.6% of gross pay, alongside your employee contribution (rate dependant on hours and salary level)</p>
Parental Leave	According to our Special Leave Policies
Notice period after probation	1 month