

Thames hospice

Job Title: Relief Retail Supervisor

Salary: £8.91 per hour

(plus enhancement for Sunday working at 1.66 / time plus two thirds)

Location: Maidenhead Shop or Wokingham Shop

Hours: Bank / relief

Reports to: Retail Shop Manager

Responsible for: Supervision of volunteers

Purpose of Job:

To support and assist the shop management team with the day to day management of the shop including:

- Effectively driving and exceeding sales targets and managing KPI targets
- Motivating and supervising a team of volunteers
- providing the highest quality of service to represent Thames Hospice on the high street

Main Tasks:

Sales & Profits

- To support the achievement of budgeted sales targets and maximum profit
- Follow agreed cash handling procedures
- Take responsibility for daily banking when required
- Support the management of stocktakes of new goods as required
- To promote Gift Aid, including training of all staff and volunteers and ensure all administration procedures are followed in line with HMRC regulations.

Customer Service

- Create a welcoming, happy and professional atmosphere for customers and the shop team
- Provide excellent customer service at all times
- Maintain high standards of visual merchandising, window displays and housekeeping
- To proactively promote Thames Hospice in the community

Team Building

- To support the shop manager to motivate the shop team to deliver targets and excellent customer service
- To supervise a team of volunteers including induction and training.

Organise and Manage

- To support the shop manager to manage the team of staff and volunteers in the day to day running of the shop
- Operate the agreed stock rotation system , regularly updating stock
- Operate the agreed pricing structure to maximise profits from the sale of donated goods
- Ensure high value donated stock items, or speciality items are identified & recorded, and when appropriate, are transferred to the relevant Thames Hospice shop or team

- To support the management of an efficient back room operation including storage of stock and re-cycling of waste
- To support the management and stock control of bought in goods
- To assist with monitoring the overall maintenance of the shop, reporting any issues appropriately

Planning

- To support the planning for the management the day to day operation of the shop including;
 - deliveries and collections, assisting drivers as required
 - stock levels and effective stock processing
 - the staff and volunteer rotas to ensure adequate cover is provided during trading hours.

Legal/Security

- To ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site
- Follow Thames Hospice procedures when handling money and goods and ensure adequate security of the shop, its personnel, money and goods
- To report all accidents and incidents promptly, using the designated form.
- To act as the accountable key holder for the shop when required and maintain effective security measures in relation to the banking of takings, security of stock and the shop premises.

Working with others

- Be flexible, and be willing to work additional hours, when required
- To undertake such other tasks as may be reasonably required from time to time e.g. roll out of new initiatives or projects
- To be flexible and work in neighbouring shops should the need arise
- Travel to retail meetings and training sessions as required
- Engage with and support activities of the wider organisation e.g. fundraising, marketing, and volunteering.
- To maintain excellent knowledge of Thames Hospice in order that customers, staff and volunteer queries can be answered correctly
- Positively promote the work of the organisation building & developing positive internal and external relationships.
- Deputise for the shop management team if required

General

- Some manual handling - lifting, carrying and sorting stock.
- Use of steaming machine to steam clothes
- Proportion of day spent working on a computer, inputting information
- Occasionally dealing with difficult/challenging customers
- Frequently working in cramped conditions

Working Pattern

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work, and will involve a regular element of weekend working.

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

Our values are the essence of our culture and inspire our behaviour. They are:

Our Values

Our values are the essence of our culture and inspire our behaviour.

Compassion – we treat everyone with kindness and compassion, providing a secure and caring environment.

Ambition – our desire and determination to succeed in meeting the growing needs of our local community.

Respect – we believe in treating everyone with dignity and respect.

Excellence – we are committed to delivering and demonstrating excellence in everything we do.

Person Specification

Please note that all criteria is essential unless otherwise stated

1.0 Specialist Knowledge and Experience

- 1.1 Recent retail experience (*essential*) in a supervisory role or team leader role (*desirable*)
- 1.2 Experience of working in a fashion environment with brand knowledge (*desirable*)
- 1.3 Experience of supervising a team of people (*desirable*)
- 1.4 Experience of cash handling (*essential*)
- 1.5 Experience of Visual merchandising (*Desirable*)
- 1.6 Awareness of Health and Safety obligations (*essential*)
- 1.7 Experience of recruiting and managing volunteers (*desirable*)
- 1.8 Experience of working for a charity (*desirable*)
- 1.9 Willingness and ability to demonstrate commitment to Thames Hospice values (*essential*)
- 10.0 Demonstrable skills in written and spoken English that are adequate to enable effective communication about relevant topics with customers and colleagues (*essential*)

2.0 Results Driven

An ability to get results and willingly tackle demanding tasks. Sets and exceeds challenging personal targets.

3.0 Customer Focus

Experience of delivering excellent customer service.

4.0 Organisation

Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.

5.0 Using Initiative

Experience of taking responsibility for own actions and make decisions without referring to others.

6.0 Resilience

Ability to remain calm and self-controlled under pressure.

7.0 Communication

Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience.

8.0 Team Working

Ability to develop professional, effective and supportive relationships with colleagues.

9.0 Flexibility

Ability to react positively to change and take others with you.

10.0 IT Skills

Ability to use and work with IT systems e.g. Stock IT system including word, excel and email.

Special Conditions

Current driving licence with insurance cover for "Business Use" (*desirable*)