Role Profile

because you matter

St Nicholas Hospice Care

A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	Shop Supervisor
Department	Shops
Reports to	Shop Manager
Location	Barton Road, Bury St Edmunds.

Background Information

Our shops are part of a Retail Team that generates an income of over one million to support our services for people and their families living with long-term and life-threatening illnesses. St Nicholas Hospice Care shops are located across West Suffolk as well as our online eBay and Amazon shop and Donations Centre. As well as generating income they support the local community and sign post to Hospice services.

Job Summary

Supervise the shop in the Manager's absence, motivating a volunteer team to achieve sales targets in the shop whilst providing a high quality customer service.

Key Accountabilities & Responsibilities

Support the day-to-day running of the shop, assisting the Shop Manager and volunteers. Contribute to meeting agreed sales targets set by the Shop Manager.

Customer and Donor

- Provide excellent customer service both internally and externally
- Deal with complaints effectively
- Process sales using Electronic Point of Sale (EPOS) system.
- Actively encourage donors to complete Gift Aid forms for donated items
- Ensure all staff and volunteer purchases are processed and recorded following policy and procedure

Building, Security, Health and safety

- Responsible for opening and closing the shop in the Managers absence
- Responsible for cashing up, banking and completing reconciliation procedures in the Managers absence.
- Ensure all staff and volunteers comply with Health and Safety and associated policies.
- Ensure the Shop meets the highest standard of cleanliness and merchandise presentation standards at all times
- Ensure that all donations are stored and handled using the correct procedures

Volunteers

- Support the manager with induction, training and development of volunteers, ensuring they have the skills and knowledge to fulfil the requirements of the role.
- Support the Manager in ensuring volunteers are updated on policy and procedure
- Motivate volunteers to actively recruit Gift aid donors through knowledge and awareness of the scheme

Stock

- Communicate with the Donations Centre arranging deliveries and collections of stock
- Ensure all stocks are secured safely
- Assist in stocktakes, following policy and procedure
- Minimise stock loss through fraud prevention including internal/external theft.

Key Working Relationships

Internal

- Wider Retail team – Occasionally through meetings and cover at other shops
- Fundraising team – Occasionally through supporting and promoting events
- Facilities team – Occasionally with maintenance issues
- Finance team – Occasionally with finance queries

External

- Customer and Donor – daily through role
- Contractors – Occasionally with reference to maintenance
- Landlord – Occasionally due to landlord checks

Job Scope

Decision making level	Daily decision making regarding: Stocks received from warehouse or donor Volunteer duties for day
Financial resources	Assist manager to achieve income target up to £250,000 depending on shop size and turnover Assist manager in maintaining building and contents – raising work orders Processing payments from £1 to £600 + dependant on shop type and turnover
Other resources	Shared responsibility for ordering shop consumables, cleaning supplies Shared responsibility for the maintenance of shop equipment
People management	Shared responsible for up to 10 volunteers Shared responsibility for up to 4 Duke of Edinburgh students
Legal, regulatory and compliance responsibility	Shared responsibility for Health and Safety of the site GDPR in relation to staff, customers and donors information

Person Specification

Knowledge, qualifications and experience

Required

- A good general education (GCSE D or above in English and Maths)
- Administration experience including being able to use IT and Microsoft Office programs
- Experience of working in a busy retail environment
- Experience of sales, targets and cash handling
- Experience in time management, own and others

Desirable

- Demonstrable supervisory experience in a Customer Service or Sales environment
- Clean driving licence

Skills and abilities

- Excellent communication and interpersonal skills
- Organisation and problem solving skills
- Ability to motivate and inspire others
- Customer service driven with a positive attitude
- Self-motivated and uses initiative
- Good level of physical fitness to meet the demands of the role (stock handling, unloading deliveries, merchandising)
- Ability to work weekends

Standards and Expectations

Policies and Procedures
All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data Protection
You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety
You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control
All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity
We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance
The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description
This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values
Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**

March 2024