

Person Specification

Post:	Shop Supervisor
Department:	Retail

	Essential Criteria	Desirable Criteria
Education/ Training	Good general education Literate Numerate	NVQ or equivalent in retail or customer service
Knowledge/ Skills/ Ability	Outstanding customer service skills Excellent interpersonal & organisational skills Administration skills IT literate	Relevant retail experience within charity retailing Knowledge of current trends
Background/ Record of Achievement	Experience of retail environment Working as part of a team Sales experience Cash handling	Understanding of KPI's Experience of using electronic point of sales (EPOS)
Qualities/ Attributes	Customer service driven Enthusiastic Positive attitude Self-motivated	Experience of working with or as a volunteer
Other Requirements	Ability to work flexibly to cover other shops Ability to work weekends	Full current driving licence with ability and willingness to use own vehicle.