

### Person Specification

<b>Post:</b>	Shop Supervisor
<b>Department:</b>	Retail

	Essential Criteria	Desirable Criteria
<b>Education/ Training</b>	Good general education Literate Numerate	NVQ or equivalent in retail or willingness to work towards
<b>Knowledge/ Skills/ Ability</b>	Excellent communication and interpersonal skills Organisation and problem solving skills Administration skills IT literate Ability to motivate and inspire others Ability to work in a diverse team	Knowledge of current trends  Understanding of KPI's  Knowledge of Gift Aid in a charity retailing sector
<b>Background/ Record of Achievement</b>	Demonstrable supervisory experience in a Customer Service or Sales environment. Experience of working in a busy retail environment Experience of sales, targets and cash handling	Relevant retail experience within charity retailing  Experience of using electronic point of sales (EPOS)
<b>Qualities/ Attributes</b>	Customer service driven Positive attitude Self-motivated and uses initiative Has a creative 'can do' attitude Diplomatic and tactful Good level of physical fitness to meet the demands of the role (stock handling, unloading deliveries, merchandising)	Experience of working with or as a volunteer
<b>Other Requirements</b>	Ability to work flexibly to cover other shops Ability to work weekends	Full current driving licence with ability and willingness to use own vehicle.