

Job Description – Relief Shop Supervisor

Reports to: Shop Manager

Responsible for: Volunteers

Location: Whilst your normal place of work will be your assigned shop, you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.

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

Key Responsibilities:

1. Responsible for running the shop in the absence of the Shop Manager.
2. Contribute to meeting agreed sales targets set by the Shop Manager.
3. Responsible for opening and closing the shop, cashing up, banking and completing reconciliation procedures.
4. Action tasks from handover notes from the Shop Manager and provide effective handover notes at the end of your shift to ensure continuing shop operation.
5. Actively assist in recruiting, training and development of volunteers, ensuring they have the skills and knowledge to fulfill the requirements of the role.
6. Assist in managing all aspects of Health and Safety Regulations.
7. Processing sales using Cybertill system.
8. Provide a high quality customer service ensuring that everyone has a positive experience engaging with the Hospice and manage any complaints effectively.
9. Actively encourage donors to complete Gift Aid forms for donated items, motivating volunteers to sign up donors.
10. Ensure the Shop meets the highest standard of cleanliness and merchandise

presentation standards

11. Minimise stock loss through fraud prevention including internal/external theft.
12. Ensure that all donations are stored and handled using the correct procedures.
13. Communicate with the Donations Centre arranging deliveries and collections of stock.
14. Assist in building and developing positive internal and external relationships to ensure maximum income for the charity.

Special Features of the job

Regular weekend working, key holder responsibilities, attending fundraising events where required.

Personal Development (all staff)

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

Health and Safety (all staff)

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

People Management (those with line management responsibilities)

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection
- Departmental communication and staff support.
- Performance management.
- Staff development including regular 1-2-1's , and annual appraisals.
- Staff support including health and safety and wellbeing awareness.
- Facilitation of a culture of learning and respect for difference.

Governance (those with responsibilities for policy and procedure implementation, audit and monitoring responsibilities)

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

Develop monitoring systems to ensure compliance with policies and procedures in association with the Hospice Committees.

General (all staff)

- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

References:

Recruitment Policy
Learning & Development Policy
Disciplinary Policy
Health and Safety Policy