

Person Specification

Post:	Relief Shop Supervisor
Department:	Retail

	Essential Criteria	Desirable Criteria
Education/ Training	Good general education in literacy, numeracy and computing.	
Knowledge/ Skills/ Ability	<p>Able to demonstrate commercial acumen and achievement</p> <p>Awareness of health and safety issues in a retail environment</p> <p>A good communicator with excellent interpersonal skills.</p> <p>Ability to work without direct supervision and use own initiative.</p> <p>Good time management and organisational skills.</p> <p>Excellent team player and ability to work with diverse teams</p> <p>Ability to deal with people and situations sensitively and appropriately, remaining calm and polite</p> <p>Ability to operate computer programs especially MS Outlook</p>	<p>Understanding of the basic requirements of the Health & Safety At Work Act and Trading Standards regulations</p>
Background/ Record of Achievement	<p>Experience of working with sales targets</p> <p>Experience working in a supervisory role</p> <p>Retail, Customer Service or Management experience</p> <p>Experience of cash handling</p> <p>Experience of working as part of a team</p>	<p>Experience managing volunteers</p> <p>Recent Retail or Charity Retail experience</p>
Qualities/ Attributes	<p>Commitment to the mission, vision and values of St Nicholas Hospice Care</p> <p>Honest and Trustworthy</p> <p>Hands on management style</p> <p>Physically fit to meet the demands of the role including safe manual handling.</p> <p>Flexible approach to working hours</p>	
Other Requirements	<p>Full current driving licence with ability and willingness to use own vehicle</p> <p>Ability to work additional hours as required to provide necessary cover</p>	