

Role Profile

because
you matter

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

St Nicholas Hospice Care is recognised as a great place to work, to learn and to grow. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

Job role	Shop Supervisor
Reports to	Shop Manager
Responsible for	Volunteers
Location	Whilst your normal place of work is St Nicholas Hospice Care, St Johns Street, Bury St Edmunds, 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 the Manager's absence, motivating a volunteer team to achieve sales targets in the shop whilst providing a high quality customer service.

What the job involves

- 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.
- Processing sales using Electronic Point of Sale (EPOS) system.
- Provide a high quality customer service ensuring that everyone has a positive experience engaging with the Hospice.
- Support the induction, training and development of volunteers, ensuring they have the skills and knowledge to fulfill the requirements of the role.
- Actively encourage donors to complete Gift Aid forms for donated items, motivating volunteers to sign up donors.
- Responsible for opening and closing the shop, cashing up, banking and completing reconciliation procedures in the Managers absence.
- Ensure the Shop meets the highest standard of cleanliness and merchandise presentation standards
- Minimise stock loss through fraud prevention including internal/external theft.
- Ensure all staff and volunteers comply with Health and Safety and associated policies.
- Ensure that all donations are stored and handled using the correct procedures.
- Communicate with the Donations Centre arranging deliveries and collections of stock.

What we want from you

- A Good general education (GCSE D or above in English and Maths)
- Excellent communication and interpersonal skills
- Organisation and problem solving skills
- Administration skills including being able to use IT and Microsoft Office programs
- Ability to motivate and inspire others
- 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
- 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

August 2021