



JOB DESCRIPTION

POST:	Relief Shop Supervisor
GRADE:	£9.50 per hour
ACCOUNTABLE TO:	Senior Retail Manager (Sales)
RESPONSIBLE TO:	Area Manager
WORKING PATTERN:	Includes weekend working
DBS CHECK:	Enhanced & Barred

JOB SUMMARY:

A Relief Shop Supervisor will generally be deployed to cover a shop in their area to cover for the shop team in their absence. Whilst deployed the expectation is that they maximise the shop's sales & profits and offer excellent customer service. They are expected to work within the guidelines as set down in the Shops Operations Manual.

MAIN DUTIES AND RESPONSIBILITIES:

Planning

- Assisting the Shop Manager in maintaining the day-to-day operation of the shop.
- Planning and managing deliveries and collections.
- Covering for the shop management in their absence.
- Offering extra support to Shop Staff and volunteers.

Organise and Manage

- Assist in managing the team of staff and volunteers in the day to day running of the shop.
- Operate the agreed stock rotation system, regularly updating stock to keep the offer fresh.
- Operate the agreed pricing structure to maximise profits from the sale of donated goods.
- Ensure high value stock items are identified & recorded, and, when appropriate, are transferred to the Retail Office for e-commerce and auction sales.
- Assist in ensuring an efficient back-room operation including storage of stock and re-cycling of waste.
- Management and stock control of bought in goods.

Sales & Profits

- To assist in the delivery of budgeted sales targets.
- Assist in the timely and accurate completion of weekly paperwork.
- Follow agreed cash handling procedures.
- Take responsibility for daily banking in the absence of the shop team.
- Assist in ensuring an accurate biannual stocktake.
- Implement promptly relevant directives from the Retail Office and Douglas House.
- Facilitate the required Gift Aid conversion rates and effectively process Gift Aid.

Customer Service

- Create a welcoming, happy, and appreciative atmosphere for customers and the shop team.
- Provide excellent customer service at all times.
- Maintain high standards of merchandising, window displays and housekeeping.
- Show genuine appreciation to donors and actively listen to customers.

Team Building and Leadership

- Whilst in a shop to encourage teamwork, listen to staff and volunteers and provide appropriate management support.
- Delegate appropriately, in order to motivate & develop the team.

Legal/Security

- Ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site.
- Assist in ensuring all staff and volunteers are trained in fire/evacuation procedures.
- Assist in ensuring data protection legislation is complied with, particular in Gift Aid & HR filing systems.
- Follow HDH procedures when handling money and goods and ensure adequate security of the shop, its personnel, money, and goods.
- To report all accidents and incidents promptly, using the designated form.
- To ensure key holder procedures are rigorously adhered to.

Working with others

- Be flexible and be willing to work when required.
- To undertake such other tasks as may be reasonably required from time to time.
- To be flexible to travel to neighbouring shops should the need arise.
- Travel to meetings and training sessions as required either at Douglas House or any other venue within the Helen & Douglas House catchment area.
- Engage & support activities of the Fundraising Dept. in general and the local community fundraisers in particular.
- To maintain excellent knowledge of Helen & Douglas House in order that customers, staff, and volunteer queries can be answered correctly.
- Positively promote the work of the organisation building & developing positive internal and external relationships.

Helen & Douglas House General Responsibilities:

Every employee is required to:

- Adhere to and comply with organisational policies, procedures, and guidelines at all times.
- Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, information governance and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems.
- Respect the confidentiality of children, young adults and staff and volunteers at all times.
- Promote and protect the privacy and dignity of children and young adults at all times.
- Comply with the requirements of the organisational Safeguarding Policy, and at all times during the course of employment act in such a way as to promote the wellbeing of children and other vulnerable people.
- Be accountable and responsible for following the Health and Safety Guidelines including the House Fire Policy and all other House policies and procedures; being proactive in the identification, reporting and management of hazards.
- Ensure compliance with Care Quality Commission (CQC), organisational and local House policies and guidelines, The Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 by everyone concerned.
- To maintain current registration with your professional body (if applicable). To ensure that your statutory professional updating and educational requirements are maintained and provide proof of renewed registration when this is due. To abide by your profession's published Code of Conduct; any breach of this Code of Conduct will be regarded as a disciplinary offence.
- Helen & Douglas House is fully committed to the principles and practices of equal opportunity and diversity. It recognises that the success of a business depends on people. Capitalising on what is unique about individuals and drawing on their different perspectives and experiences will add value to the way we do business and provide care. This principle is implemented in line with the provisions of the Equality Act 2010 which provides freedom from discrimination on the basis of 'protected characteristics', namely age, disability (which includes mental health and people diagnosed as clinically obese), race, religion or belief, sex, sexual orientation, gender reassignment (people who are having or who have had a sex change, transvestites and

transgender people), marriage and civil partnership, and pregnancy and maternity.

- Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors, and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.
- Maintain high standards of infection prevention and control practice throughout the performance of duties and in accordance with Helen & Douglas House Infection Prevention and Control Policies and Procedures.
- Comply with the requirements of the Disclosure and Barring Service Policy in relation to the undertaking of regular DBS checks, presentation of associated certificates, and immediate notification of any situation which may affect competence or professional registration.
- To promote a positive image of the House and the charity, and participate, as required, in external teaching or promotional sessions.
- Participate in personal professional training and development, appraisals and attend all relevant mandatory training courses as required.
- Take part in service or departmental evaluation as required.
- Embrace the volunteer culture which exists in the organisation

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment, you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other establishment.

Our working premises are no smoking areas

PERSON SPECIFICATION Job Title: Relief Shop Supervisor

Criteria	Essential	Desirable	Assessed by		
Qualification	Educated to GCSE level, or equivalent, with Grade C or above in English and Maths		A/F		
		Retail NVQ qualifications, or equivalent qualification	A/F		
Experience/ Knowledge	Experience in a customer facing environment		A/F	I/T	
		Experience of managing teams in the retail sector	A/F	I/T	
	Experience of achieving results in the workplace, or in education		A/F	I/T	
		Experience of managing volunteers	A/F	I/T	
	Experience of managing and training people		A/F	I/T	
		Experience of working within a charity shop	A/F	I/T	
		A general understanding of health & safety in the workplace	A/F	I/T	
Skills Personal qualities	Basic administration and cash-handling skills		A/F	I/T	
		Making decisions with regard to stock and pricing	A/F	I/T	
	Computer literate, e.g., ability to use Email and Word.		A/F		
		Visual merchandising skills	A/F		
		Experience of operating a till/EPOS system	A/F		
	Ability to delegate and problem-solve			I/T	
	Good communication skills at all levels			I/T	
	Excellent customer service			I/T	
		Trustworthy and reliable Efficient and hardworking		I/T	
	Good team player with a positive outlook			I/T	
		Good attention to detail		I/T	
	Self-motivated and able to use initiative			I/T	

	Committed to success and delivering best practice	An understanding and knowledge of the work of Helen & Douglas House		I/T	
	A commitment to equality and diversity			I/T	
	Flexible approach to working hours, including weekends and bank holidays			I/T	
Other	Ability to manoeuvre a weight of up to 10kg regularly (shops) and larger items (furniture shops)			I/T	
	Ability to stand/walk for most of the day			I/T	
	Willingness and ability to travel to HDH locations within their Area	Vehicle licence holder and valid licence	A/F	I/T	

Code: A/F – Application form, I/T – Interview/Test, R – References

Physical, Mental and Emotional Effort – Relief Shop Supervisor

Physical

- Significant manual handling - loading/unloading vans, lifting, carrying, and sorting.
- Frequent furniture lifting.
- Use of steaming machine to steam clothes, requiring repetitive hand and arm actions.
- Proportion of day spent working on a computer, inputting information.

Mental

- Good levels of concentration are required for all tasks.

Emotional

- The role requires a daily need to give emotional support to volunteers, particularly vulnerable volunteers.
- Regularly dealing with families associated with Helen & Douglas House.
- Occasionally dealing with difficult/challenging customers.

Working Conditions

- Frequently working in cramped conditions.
- Exposed to unknown hazards on a daily basis when delving into bags of donated stock.