**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION
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| Job Title: | Pre-Loved Shop Supervisor |
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| Responsible to: | Pre-Loved Manager |
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| Department(s): | Income Generation |
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| 1. JOB PURPOSE
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| To maximise sales opportunities within St Vincent’s Trading Ltd. Merchandising of shops to the agreed standards within the merchandising standards document. To sort donated items and replenish stock, following the pricing structure and ensuring maximised opportunities for donated goods.To recruit, train and communicate effectively with volunteers. Deliver the highest level of customer service at all times to maximise sales potential. To be conscious of the security of the premises, and ensure all H&S & fire regulations are being followed.  |
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| 1. DIMENSIONS OF THE ROLE
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| The Shop Supervisor will be responsible for the day-to-day running of our pre-loved shops.* Meeting and exceeding financial targets
* Maintaining effective stock management and merchandising
* Managing and training volunteers
* Carrying out shop administration
* Ensuring adequate security
* Enforcing health and safety policy and procedures
* Implementing and ensuring the growth or our Gift Aid scheme
* 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 Renfrewshire and North Ayrshire area as we may reasonably determine.

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| 1. **MAIN TASKS, DUTIES AND RESPONSIBILITIES**
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| **Shop Management*** Provide a courteous and helpful service to the public.
* Receive, sort, prepare, price and maintain stock of donations for sale.
* Ensure the pricing policy for the shop is adhered to in accordance with the policies set by the Pre Loved Manager.
* Maintain a high standard of merchandising and display, within the windows and in store, through continual communication and review with the Pre Loved Manager.
* Ensure good housekeeping is adhered to, in all areas of the shop, at all times, in accordance with our Health & Safety training and policy.
* Deal with customers’ complaints and queries, with empathy, gathering factual information. Refer them to the Pre Loved Manager where necessary.
* Implement and maintain the “Gift Aid” Scheme in accordance with the policies and processes set.
* Ensure that the advertised trading hours are adhered to.

**Management of Volunteers*** In conjunction with the Pre Loved Manager recruit volunteers.
* Ensure full role description volunteer training is completed through induction and refreshed periodically.
* Prepare weekly rotas on a monthly basis, ensuring the shop is adequately staffed at all times.
* Organise and manage the work of volunteers.
* Ensure that volunteers give excellent customer service and it is maintained at all times, even in adverse circumstances.
* Ensure all volunteers are made aware of the aims and objectives of St Vincent’s Hospice, through the Retail Operation.
* Ensure that ‘New Starter’ paperwork is completed in full and forwarded to volunteering@svh.co.uk for references and processing, enabling new volunteers access to our till systems.

**Management of Finances*** To attain and monitor budgetary targets and KPIs.
* To be aware of weekly sales information and areas of concern.
* To assist and monitor costs.
* To provide activity updates on a regular basis
* Follow St Vincent’s policies for the control, reconciliation and banking of daily takings and periodic returns to the finance team, ensuring security of data.
* Identify opportunities within the community to raise the profile of the shop and in turn bring in further income.
* Order and maintain the shops stationery and equipment via the Trading Manager.

**Management of policies and procedures** * To be aware of and comply with all St Vincent’s Hospice Health & Safety policies relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
* Ensure volunteers adhere to relevant St Vincent’s Hospice policies and procedures.
* Ensure that all volunteers respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment.
* To be aware of and comply with Trading Standards Legislation.

**Other duties*** To work with regional fundraisers to maximise the retailing and fundraising opportunities in the area and to promote St Vincent’s Hospice.
* In conjunction with the Trading Manager, actively promote our Pre-Loved shops across our social media platforms, through press releases and in local publications.
* To work as part of the overall income generation team.
* To take note of any key issues, activities and changes to policy.
* To identify own personal development needs to line manager.
* To attend mandatory and statutory training, education courses and study days.
* To be aware of developments in charity retail fashion.
* To attend weekly trading huddles (Teams or in person), providing updates on performance, share successes and demonstrate remedial actions to offset any losses.
* To attend monthly 1:1’s ensuring relevant paperwork is prepared in advance.
* To attend monthly trading and quarterly Directorate Income Generation meetings.
* Building strong relationships with peers across Income Generation and the Hospice.
* To investigate any incidents or complaints as requested to do so in keeping with Hospice policies and procedures.
* To participate in effective communication within the team.
* To contribute to the development, implementation and management of the Retail strategy.
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| 1. ROLE OF ORGANISATION
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| **Our Vision**St. Vincent’s Hospice is a charitable organisation at the heart of the community, offering specialist care and services to all those affected by life-shortening illness; we are known as “the little hospice with the big heart”.  Care for all is at the heart of everything we do. We achieve this by:* Being passionate about delivering high quality palliative care and support;
* Working with patients, families and those closest to them to ensure that care is right for

 everyone, every time; * Having appropriately skilled teams who are able to work in home, hospice and other

 settings; * Ensuring we have the necessary funds to maintain and develop services;
* Using our influence and expertise to shape the development of palliative care locally and

 nationally.**Our Values**Caring Respect  Compassion DignityCommitment Sensitivity**In putting people at the heart of everything we do, we work together to:*** Support every person as a unique and valued individual
* Respect the dignity of everyone
* Listen to and respect the wishes of people

**In striving for excellence in every aspect of our services, we:*** Provide a safe, comfortable, caring environment
* Develop and provide high quality services that are underpinned by audit and research
* Demonstrate clinical, financial and organisational excellence
* Work to achieve financial sustainability
* Deliver effective leadership and management throughout the organisation
* Ensure we have the right number of people with the right skills in the right place at the right time

**In building relationships, we:*** Listen to, respect and value the contribution of everyone
* Work together to improve all of our services
* Extend our collaboration with external partners
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| See section 3 above. |
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| 1. (a) EQUIPMENT AND MACHINERY
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| **Moving and Handling Equipment –** Trolleys, tools for repair, ladders, roll cages and runner rails.**IT equipment –** Computer, Digital Camera, mobile phone, telephone.**Shop Equipment** - Electronic till system, tagging guns, Vacuum Cleaner, Cleaning Materials, Coat Hangers, Hanging Rails, Roller Shutters and Heaters. |
| **8. (b) SYSTEMS** |
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| * Use IT systems including Microsoft Office
* Breathe HR portal for Annual Leave, Sickness
* Mileage recording systems
* Communications book
* Shop uplift and delivery record book
* Daily Sales sheets
* Complete H & S records
* Petty Cash sheet
* Retail policies and procedures
* Gift Aid Procedures
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| 1. ASSIGNMENT AND REVIEW OF WORK
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| The post holder works within clearly defined occupational policies, protocols, procedures and/or codes of conduct. Advice and support is available from the Pre Loved Manager or other members of the Senior Leadership Team where required. Workload is demand-led based on staff and volunteer activity. A formal review of performance and objective setting is carried out by the Pre Loved Manager in accordance with Hospice performance management arrangements and regular review of workload and performance also takes place. The post holder is responsible for highlighting areas where learning and development is required. |
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| 1. DECISIONS AND JUDGEMENTS
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| The post holder will prioritise tasks on a daily basis, making judgements concerning their own working day and using initiative where appropriate. The post holder is responsible for line management of allocated volunteer team. The post holder is required to comply with Hospice Policies and Procedures working with the Retail Team to improve the quality of trading processes. The post holder will exercise discretion in handling of confidential or sensitive financial or general Hospice information. |
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| 1. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
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| * Meeting agreed budgets in a competitive retail environment within an economic crisis.
* Prioritising workload on a daily basis.
* Meeting/Improving sales targets with inconsistent quality of donations.
* Recruiting and retaining volunteers
* Managing change in an established environment.
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| 1. COMMUNICATIONS AND RELATIONSHIPS
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| The post holder requires to establish and maintain effective working relationships with Hospice staff, supporters, volunteers, and representatives from external agencies and bodies.The post holder may provide and receive routine, sensitive and confidential information. Exercising tact and diplomacy is essential.Good communication skills are required for listening and passing on information, particularly in respect of staff/volunteer information. This communication can be both verbal and written. |
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| 1. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB
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| **Physical*** Driving when required
* Occasionally moving and arranging furniture/ fixtures and stock
* Merchandising of clothing / bric a brac including moving hanging rails and lifting bags
* Photography of donated goods

**Mental** * Working to deadlines
* Variable ability of volunteers
* Working in a clinical environment without clinical knowledge and skills

**Emotional** * Dealing with difficult customers
* Being empathetic with volunteers and customers

**Environmental*** Lone Working
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| 1. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB
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| **Hospice Values*** The ability to work in a way that promotes the values of the Hospice is essential
* The ability to demonstrate behaviors that support the values of the Hospice is essential

**Qualifications/Knowledge/Experience*** Knowledge of market and assigned sales area
* Sales and supervisor skills
* Result-oriented approach
* Communications and interpersonal skills
* Resistance to stress
* Ambition and desire to learn and succeed
* Ability to work independently
* Excellent IT skills, full working knowledge of MS packages
* Report writing skills and presentation skills

**Skills/Abilities*** Positive approach with a can-do attitude
* leadership skills
* Experience of supervising a team of volunteers
* Good Communication /Interpersonal skills
* Previous retail experience
* Knowledge of brands/collectibles/jewellery
* Cash handling experience
* Experience in a customer service environment
* Responsible attitude
* Flexible approach to work
* Good housekeeping
* Excellent planning and organisational skills
* Driving licence
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| 1. JOB DESCRIPTION AGREEMENT
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| This job description is a general outline of the above post and it is not exhaustive. This job description is subject to periodic review with the post holder. Duties may change in line with the service changes and of the post holder’s own personal development. |
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| I agree that this is an accurate reflection of the duties involved in my current role in St. Vincent’s hospice. |
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| Job Holder’s Signature | Date:  |
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| Head of Department Signature | Date: |
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