

Job Description

Job Title:	Retail Supervisor
The role:	A full time role to manage and further develop the Workaid Shop, ensuring efficient and effective management of volunteer staff, premises and stock. To organise and manage fundraising events, such as Workaid Forecourt Sales, Craft Sales and other outside local sales events. Currently the Workaid Shop has a part time supervisor while all other sales are supervised separately. It is hoped that this role will co-ordinate, expand and increase the success of our fundraising operations. To provide a good quality retail experience, to act as ambassador for Workaid in promoting the good reputation of the charity.
Reports to:	Fundraising & Communications Manager (F&CM)
Responsible to:	CEO

Person Specification

	Essential	Desirable
Experience	Retail management at supervisory level	Previous experience of working with volunteers
Knowledge	An understanding of what Workaid does and ability to act as an ambassador for the charity	Knowledge of Gift Aid
	Maintain the Workaid brand “the charity shop with a difference”	Knowledge of product pricing to work in consultation with others
	Ability to organise outside sales events	
Skills	Good administrative and organisational skills with ability to handle money, cash up daily, keep records and organise work for volunteers	Ability to recruit, develop and retain volunteers
	Good interpersonal skills, with ability to communicate with a diverse range of people, resolve problems and the ability to think on your feet	Knowledge of Health & Safety and Fire regulations and ability to identify potential risks
	Ability to recognise stock potential in order to generate income	
	Ability to work as part of an effective team and to motivate the team to achieve agreed targets	
	Liaise with F&CM and report weekly sales and trends	
Attributes	Flexible approach to work required	Commitment, seeking a challenge
	Good general health as job involves some heavy lifting and working outside	Prepared to listen to others

Key Responsibilities:

Income/Sales
<ul style="list-style-type: none"> Maximise the charity’s income while maintaining the highest standards of customer service Maintain an awareness of sales trends amongst competitors

Managing Resources

- Have the drive, enthusiasm and energy to help develop a motivated sales team
- Develop working procedures for the safe and efficient running of the shop
- Train, support and co-ordinate the work of volunteers in the shop and stock room, at other Workaid sales (eg Forecourt Sales 3-4 times p.a. and Craft sales, every two months) on the premises and at external venues eg Lindengate, Chenies, Eton College
- Encourage an active interest in the shop and the work of Workaid
- Identify and train key volunteers to deputise for the Retail Supervisor in their absence
- Ensure that the shop is adequately staffed at all times (with a minimum of two volunteers) and establish an appropriate work rota for volunteers
- Prepare daily cashing up and weekly takings for banking

Premises

- Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive and appealing manner
- Ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations, Trading Standards Act & Consumer Law
- Identify hazards and remedy those hazards
- Hold shop keys, opening and closing the premises for trading as necessary
- Ensure all shop fixtures and fittings are kept clean and safe
- Ensure the parking area is used solely by customers
- Ensure that non-retail donations for Workaid are directed to the main Workaid building

Stock

- Co-ordinate and be responsible for stock donations, sorting, appropriate pricing and displaying stock. Recognising and prioritizing items for different sales outlets to maximise income
- Assist F&CM in identifying and organising stock for eBay, auctions and specialist sales including Forecourt and Craft sales.
- Be responsible for stock control and rotation (including proper disposal of unwanted donations in consultation with F&CM and recycling team)
- Maintain a good standard of items for sale and displays throughout

Public Relations

- Work with Workaid's F&CM, Communications, Haberdashery, Tools volunteers and others to promote the charity
- Publicise the shop, enhance the charity's image through a professional retail service, ensuring that all queries about Workaid are answered promptly and information held in the shop is up to date
- Maintain good relations with the public and neighbouring retailers
- Actively support equal opportunities

Administration

- Ensure security of stock and cash on the premises and report any problems to F&CM or other staff
- Ensure that all Workaid's shop administrative and financial procedures are followed
- Comply with all regulations from the DTI, HSE and Trading Standards Authority

Other Responsibilities

- Work in alignment with the aims, objectives, and core values of Workaid.
- Undertake any other duties or tasks deemed necessary for the successful running of the business as determined by the CEO.

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose and responsibilities of the role. It is subject to periodic review.