

## Northern Ireland Hospice

### Job Description

<b>Title of Post:</b>	Shop Supervisor
<b>Salary:</b>	£19,341 to £20,558 pro rata per annum
<b>Contract:</b>	Permanent
<b>Location:</b>	Ballygowan Road
<b>Hours:</b>	22.5 hours per week
<b>Reports To:</b>	Shop Manager
<b>Responsible To:</b>	Head of Retail

#### **AIM**

Under the management of the Shop Manager, the post holder will ensure the effective day-to-day supervision of the shop by carrying out agreed procedures and routines which promote the development of shop profitability while at all times supporting the general ethos of Northern Ireland Hospice.

#### **DUTIES**

- Strive to maximise the sales of Donated Goods and any other products in order to achieve agreed sales budgets.
- Ensure that appropriate systems and procedures are maintained so that all donated goods are sorted, dated, priced and prepared according to agreed Hospice Shop processes, always ensuring that the products sold are safe and fit for purpose.
- Maintain regular sources of stock by networking with colleagues, the general public, local community representatives, customers and volunteers.
- Ensure that cash handling procedures are adhered to at all times and that cash generated within shops is deposited at the bank in an effective and timely way to minimise the risk of loss.
- Ensure that the shops are physically and operationally secure at all times by carrying out stringent end of day lock up routines through full utilisation of the systems and equipment available to shop staff, and by practising the controls and disciplines necessary during trading hours to avoid breaches in security.
- Embrace and promote new working practices and technological developments within the retail operation.
- Help to promote and organise special events and promotions in order to capitalise on opportunities presented by the shop localities.
- Ensure that stock control systems (such as culling) are carried out in a routine manner and when requested centrally by the Warehouse or Retail office.
- Ensure that the physical conditions and housekeeping of the shops are maintained to a high standard so that the risk of injury to staff or customers is minimised.

- Embrace own training and development on a continuous basis through daily management communication and use of appraisal and competency review documentation to monitor and record performance.
- Assist in the recruitment and selection of adequate numbers of shop volunteers to allow the shop to operate in a smooth and satisfactory manner, always ensuring that application processes are completed fully.
- Impart the best possible training, at an appropriate level, to all volunteers. Special emphasis should be placed on mandatory requirements of Customer Service, HASAW and the 'Products We Sell' and volunteer training sheets should be used to record the training completed as documentary evidence.
- Ensure that guidelines from Trading Standards are followed so as to guarantee the integrity of stock sold.
- Ensure that the safety standards promoted by Environmental Health Officers are practiced fully.
- Report maintenance and health and safety issues as appropriate, after firstly reviewing and attempting to make good simple defects at shop level.
- Ensure that good verbal and written communication techniques are adopted at all times and that you converse in a diplomatic manner on a consistent basis with colleagues within the retail department, other NI Hospice personnel and anyone outside the organisation.
- Ensure that the shop's opening / closing routines are carried out appropriately with regards to agreed opening / closing times, ensuring that variations to this schedule are sanctioned by the ROM (or Area Manager in absence of ROM).
- Promote the highest possible standards of service whilst dealing with customers and donors in order to uphold the Hospice Shop's reputation.
- Promote positivity and teamwork throughout the Retail Department.
- Be prepared to regularly assist in neighbouring Hospice shops as and when required to do so (travelling costs will be covered).
- Support activities of Northern Ireland Hospice within the area, wherever appropriate.

**This Job Description is not meant to be definitive and may be amended to meet the changing needs of Northern Ireland Hospice.**

## **NORTHERN IRELAND HOSPICE**

**OUR VISION** is that infants, children and adults with life-limiting and life-threatening illness and their families receive excellent and compassionate palliative care, thereby, maximising their quality of life.

**In pursuit of this vision, our Mission** is to inspire and deliver excellent and compassionate specialist palliative care via effective service models underpinned by exemplary education, innovation and research.

Underpinning this strategy are **OUR VALUES** which we will strive to live by daily.

### **WE BELIEVE IN**

- **A culture of respect and acceptance without distinction or judgement, where everyone can belong**
- **Acting with courage, compassion, and integrity to add value to all that we do**
- **Being pioneering, professional and accountable to deliver our very best**

### **GENERAL RESPONSIBILITIES**

- Members of staff are expected at all times to provide a caring service and to treat all those with whom they come into contact in a courteous and respectful manner.
- Staff are expected to demonstrate their commitment to Northern Ireland Hospice by their regular attendance and the efficient completion of all tasks allocated to them.
- All staff must comply with Northern Ireland Hospice Smoking Policy.
- All duties must be carried out in compliance with Northern Ireland Hospice Health and Safety policy and statutory regulations.
- Northern Ireland Hospice is an Equal Opportunities Employer. You are required to adhere to Northern Ireland Hospice Equal Opportunities Policy throughout the course of your employment.
- All information relating to patients and staff must be held in the strictest confidence and must not be divulged to any unauthorised person at any time, unless to do so is in the best interest of the individual. A breach of confidentiality will result in disciplinary action being taken in accordance with the Northern Ireland Hospice Disciplinary Procedure.

## Northern Ireland Hospice

### Job Specification

#### **ESSENTIAL CRITERIA**

- Retail experience to include stock control, rotation, and merchandising.
- Have good numeracy, literacy, and basic IT skills

#### **The Following will be tested at Interview**

- Good organisational skills with the ability to use initiative
- Strong team working abilities with the ability to motivate others
- Awareness of the Charity Shop sector, with sufficient experience of working or shopping within it to identify multiple product brands and values
- Flexible and willing to work across various Hospice shops subject to business needs

#### **DESIRABLE CRITERIA**

- Relevant and recent retail experience of at least 2 years in the last 10 years
- Experience of working in a charity shop with knowledge of the Government Gift Aid Scheme
- An understanding of the culture within charity shops
- Access to transport to enable the requirements of the post to be fulfilled