

EAST LANCASHIRE HOSPICE

Job description template-

Taken from the Recruitment Policy- P016 Launched July 2012

Registered Charity No: 1075653

Job Title **Retail Support Supervisor – East Lancashire Hospice Shops**

Accountable to **Retail Lead**

KEY PERFORMANCE AREAS

- To provide management cover at any of the hospice retail locations as required
- To supervise the day to day operation of the designated retail location covering for a Shop Supervisors annual leave or other absence
- Manage the effective use of the volunteers working within the designated retail location
- Ensure there is adequate volunteer cover for the designated retail location
- Follow the processes for dealing with recycling and maximising income from recycling within the designated retail location
- Ensure that effective systems are in place to deal with donations of stock to maximise profitability within the designated retail location
- Ensure processes for all financial procedures, including till reconciliation, banking and Gift Aid are followed within the designated retail location
- Be responsible for maintaining standards within the shop and ensuring that required standards are met
- Manage and develop the hospice's on-line trading operation, across all formats, to generate income for the hospice
- Work collaboratively with the retail team to source stock suitable for on-line selling from items donated to the hospice
- Ensure that stock is appropriately valued, photographed and described on the appropriate site to maximise income for the hospice
- Identify and minimise risk and report any issues via the hospice reporting system
- Discuss and explore with the Retail Services Manager any opportunities to increase income from our retail operation
- Develop effective communication channels within sphere of responsibility
- Participate in education relevant to own role

PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Act as an ambassador for the East Lancashire Hospice promoting at all times the hospice mission, values, and acting in a way to uphold public confidence
- Conduct duties with regard to the hospice's stated values that:
- Patients are individuals and have a right to respect, privacy, dignity and choice
- Staff are vital to the hospice's success, and it is their contribution which provides the hospice with its quality service and reputation
- Our services should be focused on meeting our patients' requirements
- Value for money is achieved making the most effective use of available resources
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources.

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate.

MANAGING SERVICES

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget

MANAGING PEOPLE

- Induct new volunteers in accordance with hospice policy and procedures to ensure they have the appropriate information and training to carry out their role
- Organise and manage volunteers in accordance with hospice policies and procedures

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)

WORKING HOURS

- The post holder will work 22.5 hours per week flexibly across 5 days which will include Saturday's

NOTES

This job description currently reflects the post to meet the needs of the service. However the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED: **DATE:**

EAST LANCASHIRE HOSPICE
Person Specification Template
Retail Support Supervisor

Date	Post	Recruiting manager		
		Essential	Desirable	Tested By
Experience	E1 Working in a retail environment	✓		Application
	E2 Working with the public	✓		Application
	E3 Previous supervisory or management experience		✓	Application
	E4 Working in a customer care environment		✓	Application / Interview
	E5 Able to react and fit into new/changing situations		✓	Application / Interview
	E6 Working with volunteers		✓	Application / Interview
	E7 Managing volunteers		✓	Application / Interview
	E8 Experience of working across multiple locations		✓	Application / Interview
Qualifications	Q1 Good general education	✓		Application
	Q2 Ability to write and understand, comply and implement procedures	✓		Application
Knowledge	K1 Knowledge of charity retailing		✓	Interview
	K2 Understands the need for good communication within the team	✓		Interview
	K3 Knowledge and experience of on-line selling		✓	Application / Interview
Skills	S1 Ability to work unsupervised, use own initiative and make decisions	✓		Application / Interview

	PA8 Driving licence (maximum 3 penalty points) and access to own car	✓		Application / Interview
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