

North East Lincs Women's Aid

As part of a long-term development plan within our retail departments, we have the following vacancy available at our Nunsthorpe Shop

JOB TITLE: Retail & Volunteer Supervisor **RESPONSIBLE TO:** Retail Manager

DAYS: Monday to Friday **HOURS:** 32½ 9.30am - 4.30pm

PAY: £10.00 ph (*to be reviewed in April*) **WHERE:** Nunsthorpe Charity Shop, Grimsby

JOB DESCRIPTION

To run the Nunsthorpe shop with, and in the absence of, the current Retail Manager.

To train, develop and manage a team of volunteers.

To lead in the daily support of the volunteers with enthusiasm and encouragement.

To be responsible in overseeing the shop floor, premises, standards and services offered.

Tasks

- To be responsible for the day-to-day support of volunteers.
- To support the Retail Manager in the ongoing training of volunteers (inc Epos system).
- To assist in managing rotas, holidays, sickness, etc.
- To ensure excellent communication and information sharing amongst all volunteers.
- To promote and encourage volunteer attendance at organised training, meetings or events.
- To ensure that all volunteers are supported and treated in a consistent, fair and empowering manner.
- To oversee the co-ordination of donation areas, storage areas and donated items inc. Gift Aid area.
- To promote and encourage involvement in Gift Aid with all the volunteers.
- To support in the day-to-day management of the building.
- To ensure the shop is maintained to a very high standard (including working alongside other shops with joint themes/ideas etc.)
- To oversee stock control and stock rotation.
- To oversee and participate in the cleanliness and appearance of the shop
- To remain up-to-date and compliant with all policies, procedures, regulations etc., in order to uphold standards of best practice.
- To attend internal meetings.
- When necessary, to deal with any internal conflict.
- To work with the Manager to ensure Health & Safety legislation, risk assessments etc are upheld.
- To work at all times in accordance with the Confidentiality Policy of Women's Aid.
- To contribute to regular reviews of the service which reflect output and outcome monitoring.

- To ensure the services recognise the needs and concerns of a diverse range of users, volunteers, customers, etc., and addresses them appropriately by working proactively to ensure that a non-discriminatory service is provided.
- To assist the Retail Manager in ensuring that services meet all the requirements of contracts and legislation, for example, Local Authority, Charity Commission, Trading Standards, HMRC, etc.
- To draw to the attention of the Retail Manager any issues which may impact on volunteers, clients, customers and/or the organisation.
- To promote and support teamwork and efforts.
- To ensure volunteers understand and adhere to policies and procedures.
- To implement and develop strict standards within the shop, ensuring all volunteers work within the standards set.
- To assist the Manager with all required monitoring information.

General

- To ensure a safe and caring environment for volunteers, customers and visitors.
- At all times, to promote the service in a positive way.
- To work on own initiative and be able to plan and manage your own workload and time.
- To be flexible in working hours in order to offer support to the Manager (during hols/sick), any emergencies in service and/or volunteers where necessary.
- To undertake training and personal development activities as may be appropriate for the enhancement of the service and the continued professional development of the post holder.
- To carry out any other duties commensurate with the level of this post.

Deadline: Friday 16th September 2022

For information

If applicants are shortlisted, they will be invited to 2 x 1hr interviews;

- 1) Formal question & answer style interviews – Monday 26th September 2022
- 2) Informal shop visit / tour – day to suit candidates

PERSON SPECIFICATION

Retail & Volunteer Supervisor	ESSENTIAL	DESIRABLE
EXPERIENCE OF:		
* Working in an environment offering excellent customer service	*	
* Working with electronic tills		*
* Handling cash	*	
* Working in a demanding and stressful environment	*	
* Working to quality standards	*	
* Window dressing		*
* Marketing / Social Media		*
SKILLS		
* Good command of written English	*	
* Ability to work as a team and as an individual	*	
* Effective communication skills – both written and verbal	*	
* Interpersonal skills – with individuals and external agencies	*	
* Ability to cope with conflict and distress	*	
* Ability to work under pressure and to deadlines	*	
* Excellent and effective organisational skills	*	
GENERAL		
* Have a dynamic approach and be self-motivated	*	
* To ensure a commitment to development and accountability	*	
* To be a people's person – to be friendly & supportive	*	
* To ensure a positive image of the organisation through personal behaviour and appearance	*	
* Demonstrate a flexible approach to the demands of the role	*	
* Understand the importance of good support for volunteers	*	
* Actively contribute to the development of the organisation		*
* Actively contribute to fundraising within the organisation		*

DBS checks and references will be sought on behalf of the successful applicant.