**Shop Supervisor**

**Reports to:** Shop Manager

**Hours:** Part-time - 13 hours per week (Saturday&Sunday)

**Location:** New Milton

**Ignite holiday joy and make a difference – join our team of change makers**

We are the people who create Revitalising breaks, holidays and experiences for disabled people and carers – everything you’d expect from a holiday backed up with excellent care.

Our essential short breaks can be life-changing, not only providing respite from the challenges of everyday life but boosting wellbeing, rejuvenating relationships and bringing disabled people and carers closer together. Without Revitalise, some time away from the challenges of everyday life would simply be out of reach for many disabled people and their families.

We have two holiday centres, Jubilee Lodge in Chigwell and Sandpipers in Southport, supported by our dedicated central services team in London.  We provide over 3,000 holidays a year and work hard, constantly looking for ways to deliver brilliant guest experiences.

Revitalise is more than just a charity; it’s an inclusive, caring community that thrives on fundraising and on support from our charity shops. These vital efforts enable us to cover organisational costs, subsidise breaks for individual guests, and enhance the facilities and experiences we offer.

Join the team that turns dreams into cherished memories. Together, we’ll make the extraordinary happen.

**Your role**

1. To effectively manage the day to day running of the shop, with the aim of achieving optimum profit, by maximising sales, managing donations and stock, and controlling direct shop expenses.
2. To recruit, motivate and manage volunteers.
3. Communicate sales performance and guidance to the Volunteers, including key performance indicators and Gift aid.
4. To provide first class customer service at all times and deal with any concerns an effective and positive manner.
5. To demonstrate a commitment to customer service excellence and deliver against the requirements of Revitalise’s Service expectations.
6. To work within Revitalise’s policies and procedures at all times.

**Scope of Role**

1. To ensure the shop sales performance is maximised, actively seeking ways to improve the shop’s performance on a continuous basis.
2. To manage all aspects of stock collection and preparation; ensuring that stock processing levels are sufficient to achieve required shop floor density, encouraging stock donations at all times and ensuring the optimum use of stock sourced through donations, and other stock generation methods.
3. To actively engage in and implement local stock appeals in conjunction with the Shop manager
4. To demonstrate excellent customer service, internally and externally, always promoting good practice within the shop and providing guidance, feedback and coaching to the shop managers and volunteers as required.
5. To meet required performance standards and targets. Motivating, managing, and supporting shop managers and volunteers in the achievement of targets through a performance management process
6. To be responsible for cash handling, banking and associated administration, ensuring that all till operations are carried out in accordance with Revitalise policies and procedures.
7. To comply with Revitalise policies and procedures, particularly in relation to shop security and health and safety regulations, and the completion of general administration tasks to required deadlines.
8. To inform line manager or other appropriate manager of any concerns regarding non-compliance, in respect of Revitalise policies and procedures, ensuring that confidentiality is maintained at all times.

**The list of duties and responsibilities is not exhaustive, and the post holder may be required to undertake other relevant review and appropriate modification.**

**Your Personal Development**

To undertake any further training as necessary in relation to Supporting and developing the Retail shops.

**Person Specification**

1. Working as part of a team: Manages differences constructively, dealing effectively with conflict and using performance feedback as a regular tool
2. Supporting Revitalise: Communicates to the managers and volunteers about how we can contribute to Revitalise business plans/ strategy
3. Taking Responsibility: Plan ahead and agrees and achieves SMART objectives
4. Problem solving: Supports the team to develop new ideas, find solutions for business challenges through improving and creating new ways of working
5. Customer Service: Acting as a role model for sales floor service

**Additional Skills**

* Previous retail management at a supervisory level is desirable.
* A good understanding of rare or valuable items would be desirable.
* Experience of Gift aid and other charity related work is desirable.

**In the interview and selection process, we will be assessing candidates against the following competencies (you do not need to address these in your application form/covering letter).**

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| **COMPETENCY** | **PRIMARY INDICATORS** |
| **Improving and Innovating** | * Is service user/guest and customer focused * Is open to new ideas, continuous improvement and change * Handles situations and problems with innovation and creativity * Shows commercial and financial awareness |
| **Interacting and Influencing** | * Demonstrates values-driven behaviours at all times * Shows self-awareness * Works well with other people * Collaborates and networks effectively internally and externally * Shows sound communication and influencing skills |
| **Understanding and Doing** | * Able to find and analyse relevant written and numerical information and use it to make sound judgements * Able to think strategically * Demonstrates the necessary technical skills and aptitudes at the level that are required for the role * Has good writing skills at the level required for the job * Plans, organises and manages time well * Demonstrates compliance and accountability |
| **Involving and Including** | * Builds stakeholder involvement into all activities * Aware of own level of cultural competence and proactively seeks to develop * Actively promotes equality, diversity and inclusion among colleagues and service users/guests. |
| **Managing and Empowering (for managers)** | * Builds a high performing team * Provides colleagues with clear direction and support * Motivates, supports, enables and promotes the wellbeing of their team * Manages the operational aspects of their function efficiently * Implements plans, strategies and implements services effectively * Actively contributes to service growth |

**To apply**

Please send your CV and covering letter to Andrew Pallister at [apallister@revitalise.org.uk](mailto:apallister@revitalise.org.uk)