



## **JOB DESCRIPTION**

**Post Title:**               **Supervisor**

**Responsible To:**       **Shop Manager**

**Accountable To:**       **Head of Retail**

### **Overall Purpose of the Role**

To assist the Shop Management team with the day to day operations of the store whilst contributing towards maximising shop sales and profits, including gift aid targets.

To be a designated key holder.

To provide support to the Shop Management team with supervisory duties to include junior management responsibilities, and the opening and closing of the store in cases of their absence.

To act as an ambassador of St Luke's at all times.

### **Key Responsibilities**

#### **1. Income**

- 1.1. To achieve maximum sales at all times by supporting the management team with the shops targets.
- 1.2. Sorting and processing donated goods
- 1.3. Identifying more unique items and passing them to our e-commerce team
- 1.4. Attending relevant meetings & undertake all training required
- 1.5. To support the overall core non-furniture business as and when required.
- 1.6. To ensure a high standard of customer service is maintained at all times.
- 1.7. Support your line manager in facilitating the required Gift Aid donor sign up process\and conversion rates on all donations.
- 1.8. To promote and advertise the great work carried out by St Luke's

## **2. Premises**

- 2.1 Ensure the shop has a high standard of display in the window and internally.
- 2.2 Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive, presentable and safe manner.
- 2.3 Ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations.
- 2.4 Where necessary support with external and internal floor walks to maintain safety, and report any faults to Line Manager.

## **3. Stock**

- 3.2 To ensure positive action is taken to generate F&E donations from the general public and other sources to maximise the stock density on the shop floor.
- 3.3 To implement the correct rotation of stock for the shop so no items remain on the shop floor for longer than the agreed time limit, whilst maintaining the correct level of stock density.
- 3.4 Help coordinate the ethical disposal of waste materials.
- 3.5 To ensure that stock/sorting areas are efficiently and safely organised.
- 3.6 To ensure that the shop is not selling prohibited items.
- 3.7 Generate stock donations to meet sales requirements; accept, sort, price and display stock in accordance with St Luke's guidelines, acknowledging receipt and arranging collection where necessary.
- 3.8 Maintain stock of new goods for sale with advice from your Line Manager.
- 3.9 Ensure that all van collections and deliveries are carried out within the 48 hour time scale.
- 3.10 The role will require manual work, which includes moving stock.

## **4. Public Relations**

Working with the St Luke's Fundraising and Communications Team to:

- 4.1 Publicise the shop
- 4.2 Enhance the St Luke's image through a professional retail service, ensuring that all queries about St Luke's services are answered promptly.
- 4.3 Maintain good relations with the public, trade councils, landlords and neighbouring retailers

## **5. Personnel**

- 5.2 Promote a positive and happy working environment.
- 5.3 Work with the shop management team to identify specific training needs for Volunteers and yourself.
- 5.4 Assist in the recruitment and training of new volunteers
- 5.8 Ensure that all St Luke's policies are adhered to.

## **6. Administration**

- 6.1 Ensure all financial, cash handling and security procedures are adhered to as per the St Luke's Manager's Manual.
- 6.2 Notify Line Manager and Hospice in the event of a security incident. This includes dishonesty by any member of staff or volunteer.
- 6.3 Ensure all staff and volunteers lock all valuables in a locker.

## **7. Budgets**

- 7.1 Work with the shop management team to achieve the shop income/expenditure targets.

## **8. Security**

- 8.1 To ensure that volunteers are security conscious and are following the correct St Luke's procedures.
- 8.4 To inform Line Manager and relevant bodies where there has been, or there is suspicion of, a breach of any security procedures.
- 8.5 To ensure cash handling procedures are followed in the shop

## **9. Other Responsibilities**

- 9.1 Undertake any other appropriate duties as required to achieve performance targets and realise the full potential of the shops.

## **10. General**

### **All St Luke's employees are required to:**

- 10.1 Abide by the Health & Safety at Work Act.
- 10.2 Attend mandatory training annually.
- 10.3 Respect confidentiality applying to all Hospice areas.
- 10.4 Work within Hospice policies and procedures.
- 10.5 Comply with the Hospice no smoking policy.
- 10.6 Participate in and contribute to team meetings.
- 10.7 Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of the Hospice.

### **Our Values**

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

**This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.**

**Date agreed: March 2022**  
**Next Review date: March 2023**