

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| \\ballacleator\Hospice_Share$\HR\Job Descripts\STAFF CLINICAL ICON FOR POLICIES- White Background.jpg  **Clinical Staff** |  | **Non-Clinical Staff** |  | **Volunteers** |  | **Flexi-Bank Staff** |  |

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| **ROLE:** | **Retail Supervisor** |
| **REPORTS TO:** | Retail Manager |
| **PAY BAND:** | Level 3 - £27,702.88 to £36,089.14 for 37.5-hour week |
| **LOCATION:** | Port Erin & Castletown |

**PURPOSE OF ROLE:**

The Retail Supervisor will ensure the smooth operation and profitability of our Hospice Retail Shops. This will involve maintaining high levels of customer satisfaction through exceptional sales service, managing a team of employees and volunteers with empathy and sensitivity, and excellent attention to detail to ensure all shop merchandise is attractive and competitively priced. It is imperative that you can relate the Hospice story to our customers educating them on the value of their purchases and donations to ensure continuing funding of the Hospice.

Some weekend working will be required, on a rota basis, to ensure that our shops in prime locations can open 7 days per week.

**KEY DUTIES:**

* Ensure our sales targets and KPI’s are met through the utilisation of retail space and available stock
* Liaise with the Retail Manager for your day-to-day retail store operational requirements including filtering donations, maintaining good stock levels and ensuring accurate pricing of stock through our Electronic Point of Sale till system (EPOS)
* Manage point of sale processes including start of day, cashing up procedures and sales reports via the EPOS system
* Ensure shops and window displays are attractive, clean and tidy and compliant with all aspects of Fire, Health & Safety regulations
* Ensure high levels of customer satisfaction are met through exceptional sales service and by creating an excellent overall customer experience. By being proactive to our customer’s needs we aim to foster brand loyalty to our stores and ensure continuing funding of the Hospice
* Support shop volunteers and liaise with them to determine their availability, generating rotas to ensure all shifts are filled
* Create a positive team environment, maintaining regular contact with volunteers and employees making sure they feel motivated, appreciated and valued as important members of the Hospice team
* In liaison with the Volunteer Co-ordinator, assist and take part in actively recruiting volunteers and planning events for volunteers throughout the year e.g. training, awareness and communication sessions
* Work as part of the team responsible for the administration of EPOS. This will include undertaking a range of administrative duties, for example the addition and deletion of users, adding products and implementing price changes
* Use social media platforms and in line with the Hospice Marketing Team calendar, add content and text on a weekly basis to Facebook/Instagram and Twitter. Agree set targets for follower growth and engagement, to build the Hospice brand
* Follow trends within the retail and charity retail sector to keep shops current, innovative and attractive.
* Provide cover for any of our shops on a business needs basis, at the request of the Retail Manager
* Answer, respond to and action telephone calls and enquiries

**Health and Safety:**

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. The employee will observe appropriate legislation and codes of practice in connection with their role.

As Retail Supervisor, the postholder will also be required to pro-actively minimise health and safety risks for their employees and the volunteer team, raising and helping to resolve any health and safety issues or incidents that occur.

**Person Specification:**

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| **Qualifications:** | **Is it essential or desirable** | **How we will assess** |
| GCSE or equivalent Maths & English grade C or above | **D** | **A & I** |
| **Experience:** | | |
| Previous retail experience | **E** | **A & I** |
| Working within a team | **E** | **I** |
| Knowledge of Electronic till systems | **E** | **A & I** |
| Training and supporting employees and volunteers | **D** | **A & I** |
| Generating and Managing Rotas | **E** | **A & I** |
| Marketing, social media set up and administration of accounts | **E** | **A & I** |
| Working with Volunteers | **D** | **A&I** |
| **Skills/Competencies:** | | |
| Good customer service skills | **E** | **I** |
| Ability to follow policy and procedure | **E** | **A** |
| Competent in Microsoft Office: word, Excel | **E** | **A** |
| Attention to detail | **E** | **A & I** |
| Self-motivated and ability to use own initiative | **E** | **A & I** |
| Effectively prioritising a competing & demanding workload | **E** | **A & I** |
| **Personal Qualities/Behaviours:** | | |
| Confidence in giving advice and information | **E** | **I** |
| Excellent communication skills both oral and written | **E** | **A & I** |
| Remain calm under pressure | **E** | **I** |
| Respond positively to change | **E** | **I** |
| **Other:** | | |
| Flexible approach to working | **E** | **I** |
| Resilience | **E** | **I** |
| Full Clean Driving Licence | **E** | **A & D** |

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| **How we will assess you** | | | |
| **A** Application & CV | **I** During your interview | **D** When you produce  your documents | **T** Test to assess your  practical competence |