



SHOP SUPERVISOR

JOB DESCRIPTION

ACCOUNTABLE TO: Branch Trustees / Line manager

RESPONSIBLE FOR: RSPCA West Dorset Bridport Charity Shop

OVERALL PURPOSE OF JOB

As a representative of West Dorset RSPCA Branch, the Shop Supervisor will be an ambassador for the Charity and is required to gain a good working knowledge of the Charity's policies, aims and objectives.

The Shop Supervisor will be responsible for the day to day running of the shop ensuring trading is at the highest possible level to ensure profitability. Duties (as set out below) will include volunteer staff supervision and motivation, security of cash, stock, staff and premises.

PRINCIPAL RESPONSIBILITIES

- To open and close the shop on the working days agreed and maintain agreed trading hours.
- To promote and improve maximum sales and profitability.
- To promote and ensure a high standard of customer service.
- To ensure the security of staff, volunteers, stock and premises by following agreed procedures
- To follow accounting procedures for banking and petty cash
- To maintain periodic reports, ensuring records are accurate and timely.
- To ensure full awareness of and compliance with Health & Safety Regulations plus Trading Standards Legislation
- To achieve or exceed set targets.
- To co-ordinate, motivate and supervise the volunteer workforce.
- All Shop Supervisors are to respect their colleague's rights and views.
- All Shop Supervisors must agree and adhere to working rotas.
- To accept, sort and price donated goods suitable for sale. Any un-saleable goods to be placed in the appropriate trade waste receptacles for later collection by outside contractors.
- To maintain adequate stock control records for new / purchased goods.
- To supervise the rotation, cleaning, mending and steaming of donated goods
- To ensure stock is displayed to its best advantage.
- To ensure the information displays are up to date and well presented.
- To ensure that the shop is clean and tidy at all times – this includes ensuring that the shop is left clean, tidy and ready for opening the following working day
- To carry out any other duties as required for the good management of the shop.

Person Specification

- Previous retail experience
 - Excellent Customer services
 - Excellent communication and interpersonal skills
 - Ability to work within a team and on own initiative.
 - Experience in supervising and managing a team.
 - Ability to prioritise workload and meet deadlines.
 - Visual merchandising skills
 - Supportive of the work of the West Dorset RSPCA Branch
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