



JOB DESCRIPTION

JOB TITLE:	Shop Supervisor
LOCATION:	3 Market Street, Darwen
RESPONSIBLE TO:	Shop Manager
RESPONSIBLE FOR:	Shop volunteers, students and trainees
ROLE:	To work with and under the direction of the Shop Manager to supervise the operation of the Darwen charity shop providing a high-quality retail service and meeting agreed sales performance targets. To maximise income from Age UK Blackburn with Darwen's Charity Shop, ensuring efficient and effective management of the premises, stock and volunteers. To cover for the Shop Manager in their absence.

MAIN DUTIES AND RESPONSIBILITIES

1. Maximise the shop's income through the achievement of agreed sales and gift aid targets
2. Ensure that the shop premises are clean and tidy, and that goods are displayed in an attractive and presentable manner
3. Have responsibility for the shop keys, security and opening/closing the premises in the absence of the Shop Manager; ensuring that trading hours are strictly adhered to.
4. Provide cover for the leave and sickness absence of the Shop Manager
5. In the absence of the Shop Manager to supervise the shop's team of volunteers.
6. Accept donated goods for sale, arranging collection where necessary and ensuring that unsold and unwanted donations are disposed of for the best return
7. Efficiently sort, process and price goods for sale according to pricing guidelines
8. Proactively sign-up donors to gift aid and ensure gift aid donations are prioritised to maximise income from donations
9. Merchandise the shop stock and maintain effective, attractive window displays

10. Ensure that all administrative procedures are carried out accurately and efficiently including balancing cash to sales records, banking, weekly returns, petty cash, performance returns, & stocktaking
12. Undertake PAT (Portable Appliance Testing) of donated electrical goods to maximize shop income through the sale of these items

GENERAL RESPONSIBILITIES

1. Comply with all Age UK Blackburn with Darwen's policies, including Health & Safety, Confidentiality and Equal Opportunities
2. Participate in Age UK's promotional and social events, working with the Chief Executive and other members of staff to fundraise to ensure the continuity of Age UK Blackburn with Darwen and its services
3. Perform other tasks associated with the job description as delegated by the Shop Manager with due regard to the skills of the Shop Supervisor
4. Undertake any training as deemed necessary for the role

FLEXIBILITY CLAUSES

1. The nature of this post will require flexibility to meet urgent work needs as they arise. This will inevitably entail some occasional weekend or evening work.
2. The job description is not intended to be exhaustive. The postholder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the postholder) subject to the needs of the organisation, and in keeping with the general profile of the post.

March 2025

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