

AGE UK SOLIHULL

JOB DESCRIPTION

Pay Scale: Hourly rate £12.21

Hours of Work: 21 hours per week (Including 2 in 4 Saturdays 9-4)

<u>JOB TITLE:</u>	Retail Supervisor
<u>LOCATION:</u>	Age UK Solihull Charity Shop at 89 Hobs Moat Road.
<u>RESPONSIBLE TO:</u>	Retail Operations Supervisor
<u>RESPONSIBLE FOR:</u>	Charity Shop and volunteers
<u>JOB PURPOSE:</u>	Support Retail Operations Supervisor with effective and profitable running of the Hobs Moat charity shop, ensuring income generation, volunteer support, compliance, and positive representation of Age UK Solihull in the local community

Main Responsibilities:

Income/Sales

- Maximise income from shop and achieve agreed performance targets
- Review pricing policy on a regular basis and be aware of changes in retailing practices which may impact on the Charity Shop
- Monitor sales trends, stock position and local competition
- Promote Gift Aid to eligible donors and ensure they are correctly signed up
- Supporting current online selling platforms

Resources

- Support the recruitment, induction, motivation and retention of volunteers to ensure the shop is adequately staffed and that they have a positive volunteering experience
- Supporting Retail Operations Supervisor to ensure that the shop is adequately staffed at all times, which may include providing cover for holiday and sickness
- Respond promptly to problems regarding staffing, merchandise and property
- Ensure that stock is rotated on a regular basis and disposed of appropriately
- Be competent in working our electronic till system

Premises

- Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive and presentable manner in line current shop format
- Ensure security of stock and cash on each of the premises

- Ensure that all statutory responsibilities are met, including Fire and Health and Safety Regulations

Public Relations

- Promote the work of the Charity by supporting planned fundraising events in conjunction with the Fundraising staff.
- Maintain good relations with the public, trade councils, landlords and neighbouring retailers.

Other Responsibilities

- To keep the Retail Operations Supervisor regularly informed of all relevant matters relating to shop
- To ensure that all shop personnel are aware of and working to Age UK Solihull's policies including Health and Safety, Confidentiality, Financial Procedures, Security Procedures and Trading Standards regulations
- Ensure compliance with GDPR and Age UK Solihull's data protection policies when handling donor, volunteer, and customer information
- To work as part of the staff team of Age UK Solihull as a whole and undertake by agreement such other duties within the organisation as may from time to time be necessary.

Additional Notes

All staff have a particular responsibility for ensuring that Safeguarding Adults legislation and guidelines are adhered to, that the well-being of at risk individuals is promoted and that at risk individuals are aware of their right to protection from all forms of abuse.

All staff have an individual responsibility to comply with Age UK Solihull's Policy and Practice on Health and Safety Matters

All staff are expected to support the fundraising activities of Age UK Solihull