

Charity Shop Retail Supervisor

Job pack

Thanks for your interest in working at Age UK Wiltshire. This job pack should give you everything you need to know to apply for this role.

In this pack you'll find:

- Information about the team and role
- The role profile and person specification
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Oliver Moody by emailing Oliver.Moody@ageukwiltshire.org.uk and we will arrange a suitable time to have a chat.

The Role:

Age UK Wiltshire is a trusted and influential charity dedicated to improving the lives of older people and unpaid carers across Wiltshire, Swindon and Southampton. Through a wide range of services, information, advice and community support, we enable people to live well, stay connected and remain independent for longer.

We're looking for an individual to join our charity shop's retail team. You'll be a part of a vibrant team dedicated to making a difference for those experiencing later life. Our shops connect us to our beneficiaries and help to raise awareness of the charitable work we do.

Role profile:

Job Title:	Charity Shop Retail Supervisor
Hours & Salary:	Hours: 15 hours per week, 2 days per week including some weekends and bank holidays. Salary: £10,335 per annum (based on a full-time equivalent salary of £25,837.00)
Benefits:	25 days leave entitlement, plus bank holidays, pro rata. Company pension with an employer contribution
Contract:	6-month fixed term
Main Location:	Devizes
Reporting to:	Shop Manager
Direct Reports:	None
DBS & References:	This post is subject to the Rehabilitation of Offenders Act. Appointment will be subject to satisfactory references.
Role purpose:	This role works with the management team to support with the day-to-day running of the shop, as well as working with them to achieve agreed sales targets to maximise income generation. The post-holder is responsible for ensuring the efficient and compliant day-to-day operation of the shop, through effective management of own and volunteer resources.

Main responsibilities:

Key Responsibilities	Support and assist with the day-to-day running of the shop, including: • Work alongside a team of staff and volunteers to provide a high-quality service, representing Age UK Wiltshire on the high street. • Drive sales, achieve/exceed target. • Ensure stock is displayed and managed effectively on the shop floor to maximize footfall and sales. • Help to manage stock collection and deliveries, including organisation of backstage areas. • Be responsible when required for the opening and closing of the shop including cashing up the till
General Responsibilities	• Contribute to the wider aims and objectives of the organisation. • Take part in Age UK Wiltshire events and activities as agreed. • To attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction. • To attend staff meetings, training courses and other meetings as required. • To comply with Age UK Wiltshire policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality. • To be committed to Age UK Wiltshire policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to the CEO and that safeguarding is embedded in all decisions and actions. • To show flexibility and a willingness to cover for other staff. • To be an active member of the Executive Team. • To provide support to the offices, staff and volunteers of the charity as required. • To carry out any other duties as may be reasonably required from time to time.

Person Specification

	CRITERIA	ESSENTIAL	DESIRABLE
Experience, Knowledge, Skills and Behaviours.	Good standard of general education, including Maths and English GCSE or equivalent.	✓	
	Proven retail experience, including supervision of staff, ideally within the retail or voluntary sector.	✓	
	Experience in effective stock management and visual merchandising or product display design.	✓	
	Accurate cash management skills and effective shop security knowledge.	✓	
	Ability to curate a high-standard retail experience for our customers.	✓	
	Personable and team motivated	✓	
	Good attention to detail and organisational skills.	✓	
	Acts as a positive representative of AUKW.	✓	
	Commitment to embodying AUKW's values and behaviours at all times.	✓	
	Have a track record of working inclusively and a genuine appreciation of the value of equity, diversity, and inclusion	✓	
	Maintains professional standards at all times.	✓	
	Authenticity, openness and transparency.	✓	

	A flexible attitude that focuses on the highest quality of service provision.	✓	
	Passionate about improving the lives of older people and unpaid carers, with a commitment to the values and mission of Age UK Wiltshire	✓	
	Certificate in First Aid		✓
	Knowledge of the trading standards requirements in relation to the sale of goods and consumer rights.		✓
	Awareness and compliance with the Health and Safety Act legislation and requirements.		✓
	An understanding of the charity/voluntary sector.		✓
	Visual Merchandising experience.		✓

Equity, Diversity, and Inclusion

We are committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality. We know that we can only retain our position at the forefront of excellence in later-life care by learning, reflecting, and innovating, and we expect our staff to pursue continuous professional development. This applies to both service delivery and our internal practices.

A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all times.

Our Values in Practice

We are committed to fostering an inclusive, respectful, and high-performing workplace. Our values guide how we work with each other, our clients, and our wider community.



Person Centred

We are holistic, caring, and compassionate

- Treat colleagues, clients, and partners with dignity, respect, and compassion.
- Listen actively and seek to understand individual needs, backgrounds, and perspectives.
- Recognise each person's uniqueness and adapt our approach accordingly.
- Offer support and encouragement to promote well-being and resilience.
- Uphold Equity, Diversity & Inclusion by valuing differences & challenging stereotypes or assumptions.



Trusted

We are professional, reliable, and honest

- Act in a professional manner with integrity and transparency in all interactions.
- Deliver on commitments and take responsibility for actions.
- Maintain confidentiality and handle data and/or information responsibly.
- Uphold professional boundaries while showing compassion.
- Ensure fairness and consistency, avoiding bias or favouritism.



Empowering

We nurture independence and ownership

- Encourage colleagues and clients to take initiative and make informed decisions.
- Share knowledge and skills generously to build confidence in others.
- Provide constructive feedback that promotes growth.
- Celebrate achievements and recognise contributions.
- Foster an inclusive environment where every voice is heard, diverse perspectives are welcomed & valued.



Ambitious

We strive for the best for our people, clients, and organisation

- Demonstrate commitment to personal and professional development.
- Embrace innovation, continuous improvement, and creativity.
- Set high standards and support others to achieve their goals.
- Work collaboratively towards shared organisational success.
- Promote equity of opportunity and advocate for positive change.



Equity, Diversity, and Inclusion underpins all our values

- Actively promote equality and challenge discrimination, prejudice, or exclusion.
- Respect and value diversity of thought, background, culture, and identity.
- Consider accessibility and inclusivity in all aspects of work.
- Reflect on their own behaviours and biases and take steps to address them.
- Contribute to creating a workplace where everyone feels safe, valued, and able to thrive.