



## **JOB DESCRIPTION**

**POST:** Charity Shop Supervisor – Rugby Shopping Centre

**HOURS:** 16 hours per week (2 full days)

**Responsible to:** Shop Manager

### **Salary, conditions and holidays**

- £12.71 per hour
- Duration: 12 months fixed term contract – subject to review
- 11.5 days holiday - including Bank Holidays
- Probation period: 3 months

### **HOURS OF WORK**

Working on a rota across six days including Saturday from 8.45am – 5pm with half an hour for lunch, covering 2 full days per week, plus sickness/holiday cover for Shop Manager.

### **JOB SUMMARY**

To assist in the running of all aspects of a Charity Shop and its volunteers, working within the shop with the aim of achieving optimum profit.

### **MAIN DUTIES AND RESPONSIBILITIES**

- ◆ Supporting the shop manager in ensuring sales performance is maximised, maintaining extremely high standards of stock quality control.
- ◆ Assist with the training and supervision of volunteers to ensure the efficient running of the shop, and to encourage team building and active involvement in shop duties.
- ◆ Utilising volunteers appropriately within the shop to ensure that it can be open for the agreed hours and operate to our standards.
- ◆ Daily responsibility for cash handling and associated administration, ensuring that all till operation are carried out in accordance with Pawprints Dog Rescue policies and procedures.
- ◆ Help maintain excellent visual merchandising standards within the shop, and attractive, themed window displays.
- ◆ Responsible for security, opening and closing of the shop and keeping a strict list of key holders.
- ◆ Ensure that a high standard of housekeeping is followed by everyone working on the premises, both on the shop floor and in the back office; creating an environment that is pleasant and safe for customers, shop staff and volunteers.
- ◆ Adhering to the established sorting, pricing and merchandising policies and standards to enforce stock rotation.
- ◆ Ensuring the necessary waste and rag collections are carried out, donations are processed and the shop remains clear of clutter.
- ◆ At all times demonstrating excellent customer service, always promoting good practice within the shop and providing guidance, feedback and coaching to the shop team as required, notifying the Manager of, and dealing with customer complaints both effectively and efficiently.

- ◆ Educating the public and promoting the good name of the Rescue, in general, through the effective use of information, campaign and promotional material in the shop..
- ◆ Complying with Pawprints Dog Rescue policies, particularly in relation to shop security and Health & Safety regulations and the completion of general administration tasks to required deadlines. This includes informing the Manager of any areas of non-compliance.
- ◆ Undertaking and recording regular Health and Safety house-keeping of the premises, and reporting any issues or concern and non-compliance to the Manager.
- ◆ Working in conjunction with the Manager to ensure compliance with Charity Law, Trading Regulations, Inland Revenue, VAT, Retail Law, and best practice.
- ◆ Meeting any required performance standards and targets, by motivating, managing and supporting volunteers.
- ◆ Presenting a positive and professional image to customers, staff and volunteers at all times, being an ambassador for Pawprints Dog Rescue.
- ◆ Undertaking all duties safely and in a way that values others, does not discriminate and promotes equality.

This job description summaries the main duties and responsibilities of the post: the post holder may be required to undertake other appropriate duties, which are within his/her capabilities or for which training has been given.

**Applications by CV to [pdrescue@hotmail.com](mailto:pdrescue@hotmail.com) or direct to the Shop Manager in person at Pawprints Dog Rescue Charity Shop, 6 Manning Walk, Rugby CV21 2JT.**

**Applications will be interviewed on an adhoc basis and we may close the advertisement early if we find the ideal candidate – otherwise, we anticipate the closing date being 6th June.**