

ROLE DESCRIPTION – SHOP SUPERVISOR/KEY HOLDER

Title:	Shop Supervisor/Key holder
Hours:	2 days a week
Reporting to:	Shop Manager / Area Shop Manager
Salary:	National minimum wage
Place of Work:	Fareham / Milton Portsmouth (With possibility of all other Hampshire-based Rainbow Centre charity shops if required)

Main roles and responsibilities of this post:

To assist the shop manager in daily running of Shop
 To be flexible in covering holidays and sickness
 To help and develop the current retail opportunities
 To manage the incoming and outgoing stock
 To be responsible for the daily cash takings and petty cash on days worked
 To be responsible for the H & S of the shop; volunteers, visiting Rainbow employees and members of the public in order to uphold the Rainbow Centre duty of care.
 To comply with legislation that applies to stock and to comply with all staff employment legislation.
 To be responsible for the security of the volunteers, funds and the building.
 To uphold the equalities policies on behalf of the Rainbow Centre.
 To uphold data protection on behalf of the Rainbow Centre.
 To undergo relevant training courses.

Duties & Responsibilities:

You will be responsible for maintaining the shop as per manager's instructions

Stock

- Standard must be high. No missing buttons, broken zips, holes or stains. Clothes must be ironed and displayed as they would if being worn – buttoned up.
- Bric-a-brac etc. to be clean before going on display. Window displays and grids to be changed at least once per week. Choose themes, colours etc.
- Stock is to be dealt with as quickly as possible when it arrives to ensure that fresh stock appears in the shop every day.
- Any unsorted stock must be stored safely in stock area
 - Rag must be stored safely and cleared at least weekly.
 - Rag income must appear separately on the record sheet.
- Stock must be rotated to maintain customer interest levels, ensure that old stock is accurately identified.
- Ensure that the highest reasonable price is obtained for every item following price guidelines supplied to you.
- Valuable stock/equipment to be displayed/kept out of the reach of thieves
- Ensure that the shop window display is changed at least weekly and all items priced.
- Ensure knives or safety equipment is not put out for sale i.e. child seats, helmets.
- Ensure all electrical items are PAT tested before being offered for sale.
- Ensure that personal possessions (bags, purses, phones) are kept out of the shop and in a safe place.

Volunteers

- Recruit volunteers whenever possible; build a “waiting list” if possible.
- Identify volunteers’ strengths and use them to the best advantage.
- Volunteers must be kept busy – shoe cleaning, washing bric-a-brac, ironing, tidying rails, sorting, shelf cleaning, book sorting, checking jig saws, toys etc. Ensure jobs are varied to avoid volunteer boredom.
- **Never leave elderly or under- eighteens alone on the premises**
- Do not allow anyone to smoke on the premises or in front of the shop.
- Maintain a well-organised workroom at all times to avoid accidents and maximise efficiency.
- Observe and adhere to health and safety issues.
- Ensure the volunteers have refreshment during their session
- **Gain and maintain respect by working harder than your volunteers – appreciate their gift of time.**

General

- Paperwork must be complete and accurate
- Banking to be done daily.
- The Fire Exit must be kept clear.
- Rubbish must not be stored in the shop.
- Ensure that the shop is vacuumed at least once per day. Shelving cleaned once per week
- Ensure that the shop and back room are left clean and tidy at the end of each day.
- Toilet and sink must be kept clean.
- Ensure the shop window is cleaned once per month.
- Adhere to the opening and closing times displayed to avoid irritating regular customers.

Person Specification

- To be able to reflect the Rainbow Centres high standard of professional conduct; including being of smart, but casual and comfortable at all times.
- To reflect the caring ethos of the charity.
- To have strong leadership.
- To have good decision-making skills.
- To have strong organisational skills.
- To be able to maintain high standards at all times.
- To have communication skills including language and literacy.
- To be able to understand the need for customer focus
- To hold a current driving licence and have access to a vehicle **preferable**.
- To be able to work under own initiative
- Previous charity retail experience highly desirable but not essential. Previous retail experience essential.
- Past experience of working with volunteers desirable.

For Application form or further information please telephone Ann Stuart 01329 289500 or email anns@rainbowcentre.org

All staff are subject to an Enhanced DBS check; are required to provide proof of their right to work in the UK and if they have lived abroad overseas police clearances will need to be sought.

This job description sets out the main duties of the post at the date when it was completed. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.