

<b>Post:</b>	Shop Supervisor
<b>Reports to:</b>	Shop Manager
<b>Base Location:</b>	Glengormley
<b>Department:</b>	Retail
<b>Salary Range:</b>	£11.44 per hour - £13,487 per annum (£22,480 FTE)
<b>Contract:</b>	Permanent
<b>Hours:</b>	22.5 hours per week - 3 days - Monday– Saturday

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## About Us:

Join our team at Northern Ireland Hospice and be a part of our mission to provide compassionate care and support to those in need. We are seeking a dynamic and motivated shop supervisor, contributing to the overall success of our fundraising efforts, and promoting the values of our organisation.

## Duties and Responsibilities:

### Sales and Stock:

- Strive to exceed sales targets for Donated Goods and other products, employing effective sales strategies.
- Ensure the proper sorting, dating, pricing, and preparation of donated goods, always prioritising product safety and quality.
- Build and maintain reliable sources of stock by actively networking with colleagues, the community, customers, and volunteers.
- Execute routine stock control procedures, including timely culling, as needed by the Warehouse or Retail office.

## Administration:

- Adhere to cash handling procedures, promptly depositing generated cash at the bank to minimise the risk of loss.
- Complete all relevant administration tasks, including daily banking, within agreed timescales.
- Ensure the shop's physical and operational security, implementing necessary measures.
- Contribute to the recruitment and selection of shop volunteers.
- Provide effective training to volunteers, ensuring they are well-equipped for their roles.

## General:

- Maintain high standards of cleanliness throughout the shop, including sales floor, stock processing area, offices, and communal spaces.
- Deliver exceptional customer service to all stakeholders.
- Foster a collaborative and supportive environment, working seamlessly with staff, volunteers, and donors.
- Promote a positive and teamwork-oriented culture within the Retail Department.
- Be flexible to assist in neighbouring Hospice shops as required (traveling costs covered).
- Ensure adherence to opening/closing routines and agreed-upon operating hours.
- Comply with all NI Hospice policies and procedures.
- Actively contribute to the planning and execution of special events and promotions to leverage local opportunities.
- Continuously engage in personal training and development through daily management communication and annual reviews.
- Support Northern Ireland Hospice activities within the area when appropriate.

**This Job Description is not meant to be definitive and may be amended to meet the changing needs of Northern Ireland Hospice.**



**OUR VISION** is that infants, children and adults with life-limiting and life-threatening illness and their families receive excellent and compassionate palliative care, thereby, maximising their quality of life.

**In pursuit of this vision, our Mission** is to inspire and deliver excellent and compassionate specialist palliative care via effective service models underpinned by exemplary education, innovation, and research.

Underpinning this strategy are **OUR VALUES** which we will strive to live by daily.

**WE BELIEVE IN:**

A culture of respect and acceptance without distinction or judgement, where everyone can belong.

Acting with courage, compassion, and integrity to add value to all that we do.

Being pioneering, professional and accountable to deliver our very best.

NI Hospice are an equal opportunities employer, and we welcome applications from all suitably qualified persons.

## Job Specification

### ESSENTIAL CRITERIA

- Retail experience to include stock control, rotation, and merchandising.
- Have good numeracy, literacy, and basic IT skills.

#### The Following will be tested at Interview.

- Good organisational skills with the ability to use initiative.
- Strong team working abilities with the ability to motivate others.
- Awareness of the Charity Shop sector, with sufficient experience of working or shopping within it to identify multiple product brands and values.
- Flexible and willing to work across various Hospice shops subject to business needs.

### DESIRABLE CRITERIA

- Relevant and recent retail experience of at least 2 years in the last 10 years.
- Experience of working in a charity shop with knowledge of the Government Gift Aid Scheme.
- Access to transport to enable the requirements of the post to be fulfilled.

Conditions of Employment		
	Requirement	Assessment
1.	The Right to Work in the UK.	Provide original Right to Work documentation
2.	Provide 2 satisfactory references, one being from the most recent employer at managerial level	Give the name and contact details of referees in the application form.
3.	Able to fulfil the Occupational Health requirements for the post which includes being physically and mentally fit for the purposes of the work.	Complete and return the Medical Questionnaire and attend an Occupational Health Assessment, if required.
4.	Successful applicants will be required to go through a basic Access NI check.	Access NI check