



## LINDSEY LODGE HOSPICE

### JOB DESCRIPTION

<b><u>Job Title</u></b>	Retail Shop Supervisor
<b><u>Location</u></b>	To be based at the Scunthorpe Warehouse
<b><u>Hours</u></b>	37.5 hours to be worked over 5 days out of 7 on a rota basis and to include alternate Saturdays.
<b><u>Reporting to</u></b>	Shop Manager
<b><u>Responsible to</u></b>	Retail Area Manager
<b><u>Salary</u></b>	Band 2 - £12.71 per hour
<b><u>Purpose of Post</u></b>	To work alongside shop manager and provide day to day supervisory cover for the shop manager when the manager is working at other outlets, during the manager's time off, illness and holidays in order to maximise profit for the Hospice

#### **Main contacts**

Internal: Staff and volunteers involved with management, fundraising, financial, administrative and other Hospice shops

External: Members of the public, statutory services, suppliers

#### **Key Tasks**

##### **Management**

- Act as the lead person for the shop in the absence of the manager, dealing with any issues or problems that may arise, escalating to the Retail Area Manager or the Head of Income Generation Operations as needed.
- Ensure compliance with relevant policies, procedures and risk assessments of Lindsey Lodge Hospice so that shops are managed to Lindsey Lodge standards.
- Ensure understanding and adherence to Health & Safety regulations, so that staff and volunteers are managed responsibly.
- To support the manager with the responsibility for:
- Ensuring security of premises, goods and finance at all times during agreed opening hours so that risks are minimised.

- Ensuring that staff and volunteers are managed in keeping with hospice and general retail principles so that morale is kept high and the team are motivated.

#### Sales and donated goods

- Help achieve sufficient sales to meet targets as agreed with Shop Manager/Retail Area Manager/Head of Income Generation Operations.
- Be willing to work flexibly in line with the needs of the business in terms working hours and days of the week and of supporting external markets, fairs and local events.
- Encourage donated goods in a co-ordinated way in line with current procedures and ensure that customers are educated so that the maximum level and quality donated goods are generated.
- Ensure that stock is suitably and safely displayed, so that shop sales and profit are maximised to its full potential.
- Ensure a high standard of customer service so that repeat custom is generated.
- Price stock at a consistent level, in keeping with Lindsey Lodge policies, so that profits are maximised.
- Ensure that all financial transactions are correct and that donors are informed about Gift Aid.

#### Shop appearance

- Ensure the shop is cleaned in line with current policies and risk assessments, and is tidy so that customers are encouraged to return.
- Under the direction of the shop manager to maintain high standards of display in the shop and shop window so that goods are displayed to best advantage and special promotions are clear to customers.
- Help review shop appearance and layout regularly in conjunction with the Shop Manager/ Retail Area Manager so that best results are achieved.
- Keep merchandise clearly ticketed and priced.

#### Stock

- Help ensure adequate stock control is maintained, so that rotation of stock can be monitored.
- Ensure all stock is handled and processed in line with current procedures and risk assessments.
- Rotate stock so that no garment remains on display for more than the maximum period agreed with the Shop Manager/ Retail Area Manager.
- Ensure that the stock storage areas are kept safe and that unwanted stock is removed from the premises discreetly and on a regular basis.
- Ensure that any stock considered saleable at another Hospice shop or online trading is passed on rather than disposed of.

#### Volunteers

- Working with the Shop Manager/Retail Area Manager to train and supervise voluntary staff so that everyone involved is clear about roles and responsibility.
- Help ensure that all staff and volunteers are regularly informed about shop developments, retail matters, management decisions and training opportunities so that they can play a full role in helping the shop to achieve success.
- Maintain staff rotas and adequate staff coverage during holiday periods and sick leave, so that the business functions in a smooth and professional manner.

- To be aware of and ensure compliance with health and safety measures for volunteers including risk assessments.
- To work with the shop manager and workforce department to ensure the effective recruitment and retention of volunteer workforce

### Security

- Ensure that all transactions are properly recorded and that cash and valuables are kept secure.
- Hold the keys to the shop and ensure that the premises are secure whenever left unattended.
- Ensure prompt notification to Shop Manager, Head of Retail and/or local police in the event of apparent or actual break-in, theft or damage to the premises or personal property
- Ensure prompt notification to the Head of Retail regarding suspected theft or dishonesty of any staff or helpers.

### Administration

- Ensure daily financial reconciliation, daily/weekly banking of monies, produce weekly and monthly accounts, so that Lindsey Lodge Hospice financial procedures are met in full.
- Maintain an accident book and first aid box so that all accidents are properly handled in accordance with Lindsey Lodge procedures.
- Support and help maintain a filing and recording system so that all necessary paperwork can be easily accessed.

### Other matters

- Play an active role as a member of the retail team, and undertake any relevant training, so that you continue to feel involved and part of the team.
- Have an understanding of developments in other charity shops so that Lindsey Lodge can keep abreast of changes and retain competitiveness.
- Ensure you have adequate knowledge about the purpose of Lindsey Lodge so that any staff and customer queries can be answered.

### **Corporate Responsibilities**

- Be aware of the reputation of the Hospice and ensure that this is upheld at all times
- Be involved in any future developments
- Act in a professional and ethical manner
- Be willing to participate in meetings and events that are not within normal working hours

### **Equal Opportunities**

- The post holder must carry out his/her duties with full regard to the Hospice's Equal Opportunities Policy. Lindsey Lodge Hospice and Healthcare aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in employment and services no individual is discriminated against by reason of age, disability, gender reassignment, marriage and civil partnership, pregnancy, and maternity, race, religion or belief, sex or sexual orientation.
- The Hospice aims to create a working environment that values diversity and is free from discrimination, victimisation, bullying or harassment. We ask all members of our workforce

to support this commitment and underline that everyone has a responsibility to treat everyone with dignity and respect, understand and practice equal opportunities, value everyone as an individual and complete mandatory EDI training

### **Health & Safety**

- Contribute to the maintenance of a safe environment in accordance with:-
- Fire Prevention
- Health & Safety
- COSHH
- Security
- Manual Handling
- Infection control
- Risk Management

### **Security and Confidentiality**

The post holder must adhere to a range of policies, procedures and legislation relevant to security and confidentiality, these include;

- Data Protection Act 2018 -
- Internal Information Governance Policy
- Records Management Policy
- Fundraising Standard Operation Procedure Document – 2021
- Caldicott

### **Safeguarding**

- Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in

This is not an exhaustive list. The successful candidate will be expected to be a good team player and operate in a flexible manner as the role develops and perform other tasks as required.

**The Hospice operates a no smoking policy for staff.**

## PERSON SPECIFICATION

### Job Title: Retail Shop Supervisor

<b>Qualifications and awards</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Tested</b>
A good standard of education with high literacy and numeracy	√		Application form Interview
<b>Professional Knowledge and Experience</b>			
Six months work experience in a relevant work environment	√		Application form Interview
Experience in Budget, cash management and banking	√		Application form
Risk management – reputation, finance and safety	√		Interview
Awareness of or involvement in ‘good cause support’ either in a voluntary or paid role		√	Application form Interview
<b>Technical competencies and skills</b>			
Computerised till system management, good general IT skills with experience in Microsoft packages	√		Application form Interview
Day to day administrative skills required to manage a retail operation	√		Application form Interview
Ability to balance logistics of receipt of donated stock, backroom sorting and pricing, full sales floor and recycling	√		Application form Interview
Full driving licence		√	
<b>Attitude and Personal Qualities</b>			
Confidence in dealing with people at all levels	√		Interview
Organised and pro-active with a ‘can do’ approach	√		Interview
Physically fit to be able to move and handle equipment and bulky objects e.g. sacks of clothes of at least 10kgs	√		Application form Interview
The ability to effectively and sensitively manage a team of volunteer workers	√		Interview
Ability to use initiative and work in an innovative way	√		Application form Interview
Understanding the importance of promoting a positive image of the Hospice at all times	√		Interview
Willingness to undertake any necessary training	√		Interview
Integrity and sense of humour	√		Interview
Good general health and non-smoker	√		Application form

### **Additional information**

F= frequently, S = seldom, R = rarely, N = never					
		F	S	R	N
Physical Effort	Nature, frequency and duration of physical effort <ul style="list-style-type: none"> <li>Moving and handling goods or equipment of all sizes and weights</li> <li>Frequent walking, standing and kneeling</li> <li>Ability to travel between sites</li> </ul>	*			
Mental Effort	Nature, level and frequency of effort <ul style="list-style-type: none"> <li>Frequent concentration for both predictable and unpredictable workload</li> <li>Ensuring effective communication</li> <li>Constant interruptions and demands on time management</li> <li>Assess changing situations and act accordingly</li> <li>Supervision of junior staff and prioritising workload</li> <li>Requirement to keep updated personally and professionally</li> </ul>	*			
Emotional Effort	Nature, frequency and duration regarding emotional effort in situations that are generally considered to be distressing and/or emotionally demanding. <ul style="list-style-type: none"> <li>Exposure to situations such as patients receiving bad news</li> <li>Dealing with patients at the end of life and their families</li> <li>Supporting colleagues</li> <li>Taking charge of the team</li> </ul>	*	*		*
Working conditions	<ul style="list-style-type: none"> <li>Dealing with violence or aggression from patients or visitors</li> <li>Dealing with bodily fluids</li> <li>Lack of equipment or resources</li> <li>Handling highly unpleasant chemical substances, some hazardous to health</li> </ul>		*	*	*

**LINDSEY LODGE HOSPICE & HEALTHCARE**  
**Values & Behaviour Framework**

Lindsey Lodge Hospice & Healthcare is an organisation rooted in the value of compassion going above and beyond, respect and dignity and excellence in all we do.

We recognise and aim to demonstrate behaviours to ensure we always work within our four core values.

**Caring Compassionately**

We will demonstrate in the care we deliver and in our communications with others.  
We will be kind to ourselves and each other.  
We will create a safe environment where people are treated with dignity and respect.  
We will engage with and listen to patients and families including them in the care provision.  
We will treat others as we would expect to be treated.

**Above and beyond**

We will always go the extra mile for patients, supporters, and colleagues.  
We will take the initiative to act and not leave it to others.  
We will be forward thinking and innovative to deliver an outstanding service to our communities.  
We will seek to build effective partnerships.

**Respect & Dignity**

We understand and champion diversity in patients and colleagues.  
We value every patient as an individual and seek to understand their own goals abilities and limitations.  
We will take personal responsibility for your actions.  
We will fully involve patients, families, staff, volunteers and work together to deliver our vision.  
We will foster a team spirit.  
We will acknowledge efforts and successes.

**Excellence**

We will consistently employ our best efforts to deliver our goals.  
We are committed to the highest standard of behaviour and expect the same of those we work with.  
We create an environment where feedback is encouraged, and new ideas are taken forward and celebrated.  
We will learn and make quality improvements as we strive for excellence.  
We will take pride in our work.