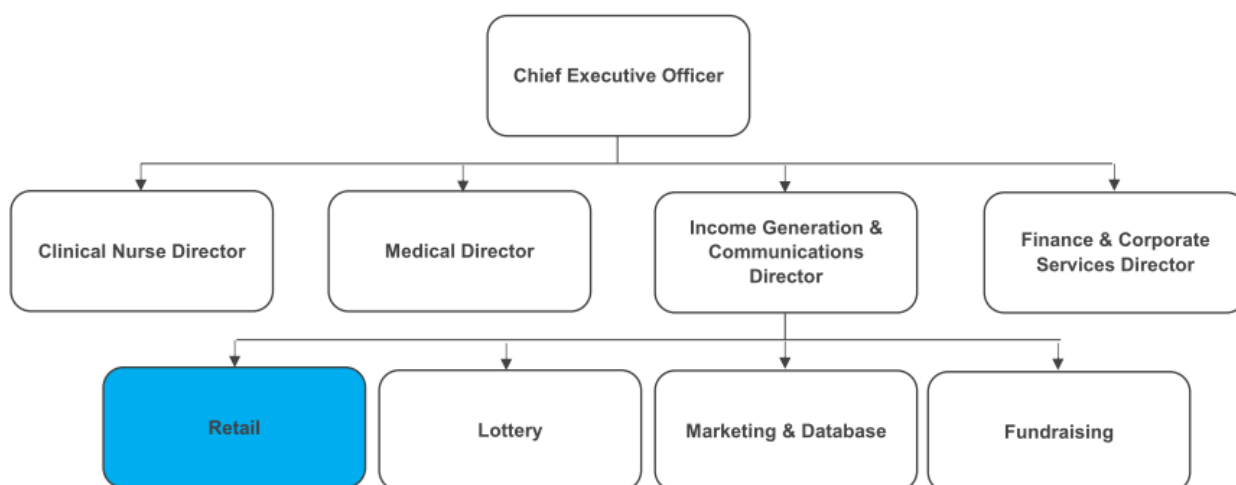


JOB DESCRIPTION

Job Title:	Furniture Plus Supervisor (Bank)
Department:	Income Generation & Communications
Post Holder:	tbc
Rate:	£10.18 per hour
Reports to:	Assistant Head of Retail
Direct Reports:	Collections Operatives
Responsible for:	Furniture Plus Volunteers

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To maximise profit for Bolton Hospice through the effective operational management of the Furniture Plus Store Lead and motivate the Furniture Shop Collections & Delivery Operatives and volunteers to deliver an excellent supporter experience.
Key Working Relationships:	Retail team Income Generation & Communications team Volunteers Donors and Customers

Role Responsibilities:

Retail Operations

- Manage the hospice's Furniture Plus store, generating income in line with agreed budgets and targets.
- Monitor stock rotation and pricing policies, ensuring consistency across different volunteer shifts.
- Ensure high levels of customer service are maintained in the shop.
- Continually maintain the appearance of the shop and displays and ensure the shop is in good repair.
- Oversee the housekeeping of the warehouse ensuring a safe, tidy environment.
- Maximise profits for the hospice by directing higher value items to alternative sales outlets.
- Implement and manage the process of claiming gift aid on the sale of items donated to the hospice shop.
- Identify and maximise opportunities to increase income generated from trading activities.
- Take responsibility for all cash handling and financial procedures, including cashing up, reconciliation, managing floats, petty cash and banking.
- Occasionally provide cover for other members of the retail team at other charity shops.
- Utilise the contact database to manage volunteer information and effectively record information related to trading activity.
- Develop and build relationships with retail and fundraising staff to raise awareness of our retail operations.
- Work with the Marketing & Communications team to further develop and promote our Furniture Shop through an enhanced presence on the hospice website; relevant social media channels and PR opportunities.
- Meet budgeted sales targets and be aware of the efficiency and profitability of the shop income.
- Manage the collection and delivery of 'Sold' items via our hospice policies ensuring accuracy of paperwork while adhering to GDPR.
- Ensure high levels of customer service are maintained within the shop.
- Continually be mindful of "Safe Selling of Second Hand Goods" as per trading standards legislation, ensuring that excellent housekeeping is maintained in line with our Health & Safety policies.
- Occasionally provide cover for other members of the retail team at other charity shops.
- Utilise the contact database to manage volunteer information and effectively record information related to trading activity.

Supervision

- Work closely with volunteers to ensure required standards and procedures are consistently maintained in the retail department.
- Manage volunteer shifts to ensure adequate cover at all times.
- Effectively deal with any customer complaints and act on customer feedback in consultation with the Assistant Head of Retail to further develop the retail operations and customer experience.
- Attend retail and income generation meetings as required.

- Work within agreed hospice policies, procedures and guidelines.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Any other duties as deemed necessary by the Assistant Head of Retail, Head of Retail or Income Generation & Communications Director.

General Responsibilities:

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Furniture Shop Supervisor
Department:	Income Generation & Communications
Rate:	£10.18 per hour

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Educated to GCSE level or equivalent	Educated to A level or equivalent	Application Form
EXPERIENCE	Experience working within a retail environment Experience of working with volunteers Experience of dealing with the public	Experience of working in the charity sector Experience of recruiting / managing volunteers Experience of working to and achieving financial targets	Application Form Interview
SKILLS	Excellent customer service skills Excellent organisational skills Excellent communication and interpersonal skills - able to work alongside volunteers from all walks of life with varying learning abilities Proven line management skills Project management / research skills		Application Form Interview
KNOWLEDGE	Computer literate - Microsoft Office, internet and email Knowledge and understanding of Health and Safety. Knowledge of Gift Aid.	Knowledge of Health & Safety legislation in relation to retail Knowledge of gift aid administration in relation to retail	Application Form Interview
PERSONAL ATTRIBUTES	Self-motivated and able to use initiative Able to plan, manage and prioritise own workload Able to work on a number of projects simultaneously Able to work under pressure and to deadlines Strong teamwork ethic Willingness to work some weekends to fulfil the requirements of the post A full driving licence and access to a vehicle insured for business use A commitment to the vision and values of Bolton Hospice	Commitment to continuous professional development	Application Form Interview