

# Job Description

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| Job Title | **Flagship Supervisor**  |
| **Responsible To** | **Flagship Store Manager/ Assistant Manager** |
| **Contracted Hours** |  |
| **Location**  | **Regent Street** |
| **Key Responsibilities**You will be an essential support in the management team in assisting with the daily running of the store, driving sales performance, effectively leading sales assistants, and volunteers, and complying with company policy procedures.  |

**Duties and Responsibilities**

**Staff/Volunteers**

* To ensure that tasks are properly delegated to sales assistants and volunteers in accordance with their training and abilities.
* To help train new sales assistants / volunteers.
* To create a happy working environment and to increase efficiency and job satisfaction.
* To ensure that volunteers are helpful, efficient, and courteous when dealing with customer sales and donations in line with Hospice policy.

**Sales**

* To ensure that the high standard of service is delivered to customers in line with the Nightingale House Hospice Customer Service proposition.
* To price stock at a consistent level and at a level which will encourage maximum sales and profits
* To maintain the correct level of stock density.
* To ensure that all donors are encouraged to gift aid their items and that gift aided items are processed correctly at point of sale.

**Shop Appearance**

* To maintain a high standard of display, both in window and inside the shop.
* To ensure the shop is always kept clean and tidy.
* To departmentalise stock under guidance from Store Manager, and to constantly review departmental emphasis to achieve the best results from present stock levels, seasonal, special promotions and general customer demand.
* To keep merchandise clearly ticketed and priced in line with Trading Standards guidelines.

**Stock**

* To encourage the public to donate saleable goods.
* To ensure that all donated stock is sorted in line with recycling merchant guidelines.
* To rotate all stock regularly so that no garment remains on the shop floor for more than the maximum period agreed with the Store Management. Fresh garments should be put on display daily.
* To size all clothing as appropriate.
* To comply with all instructions from Store Management and Head Office regarding bought in goods (merchandise)

**Stockroom**

* To keep stockroom clean and tidy, and the stock in good order.

**Administration**

* To complete all administrative paperwork (Gift aid and Box move) as required.
* To bank takings in rotation with store management.
* Comply with all instructions and directions issued by Head Office and Store Management.
* Process all general and In Memoriam donations in line with Hospice policy.
* To communicate regularly with Store Management and provide weekly feedback on trade - highlighting opportunities to drive sales.

**Security**

* Ensure that the cash handling policy procedures are always followed.
* Ensure cash and counter collection boxes are kept secure in line with Hospice policy.
* Keep donations of valuable items safe until the Store Management can assess them.
* Be a designated key holder for the shop and ensure the shop premises are secure.
* Notify, Store Management in the event of a break-in, shop lifting incident, (whether the culprit is apprehended), or any other event which may result in an insurance claim.
* Notify Store Management in the event of any suspected theft or dishonesty by any member of staff/volunteer.
* Ensure no unauthorised person is allowed to inspect the shop, examine sales or any other records.
* Ensure Fire Exits are kept clear and comply with Hospice Health and Safety Policy.
* To be trained as a fire marshal in the event of fire alarm sounding
* To be trained as a first aider

**Maintenance**

* Ensure that Store Management are informed of any repairs or maintenance required at shop.
* Ensure all facilities staff have access as required for general repairs and maintenance.
* Ensure all health and safety guidelines are met and complied with.

**General Requirements**

This post is subject to the Terms and Conditions of employment of the Hospice as specified in the staff handbook.

Competence

You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager / supervisor.

### Risk Management

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and guidelines at all times.

Health and Safety Requirements of the Hospice

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties including attendance at mandatory training updates and also to report any hazardous situations or defective equipment.

**Data Protection and Confidentiality**

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy.  Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice’s disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

**Records Management**

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

Flexibility Statement

The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.



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| **PERSON SPECIFICATION:** |  |  |
|  |  ESSENTIAL |  DESIRABLE BUT NOT ESSENTIAL | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS** | * Good general education including Maths and English
 |  | Application form  |
| EXPERIENCE | * Keyholder experience
 | * Experience of working in a Charity environment
* Retail Experience
* Experience in Handling, Recording and Banking Money
 | Application form / Interview  |
| SKILLS | * Strong organisational skills.
* Ability to communicate effectively with customers, donators and volunteers.
* Basic IT and numeric skills
 | * Merchandising and display
* Customer service
 | Application form / Interview / Test |
| KNOWLEDGE |  | * Trading Standards Regulations
* Health and Safety Act
 | Application form / Interview / Test |
| PERSONAL QUALITIES**(*Demonstrable*)** | * Maintain a high degree of confidentiality.
* Ability to interact with people from all walks of life.
* Team Player but also leader.
* Ability to work in pressured environment
 |  | Application form / Interview |
| **OTHER RELEVANT REQUIREMENTS**(*Please Specify*) | * Very flexible approach to work and hours
* Willingness to attend training events as and when required.
* Good health attendance record
* Fitness to undertake duties of post.
 |  | Application form / Interview |
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Signed.......................................................................... Dated.....................................