

**Job title:** Shop Supervisor

**Reports to:** Shop Manager

**Based from:** Yate Shopping Centre



**Charity Profile:** We are Great Western Air Ambulance Charity, dedicated to providing air ambulance and critical care services across Bristol, North Somerset, Bath & North East Somerset, Gloucestershire, South Gloucestershire and parts of Wiltshire. From volunteers to Specialist Paramedics, from senior Consultants to retail and fundraising staff, we are a team, working to save lives that would otherwise be lost. We seek to continually develop and adapt our activities to meet the needs of local communities, whilst impacting nationally and influencing global pre-hospital care. Our work is deeply satisfying and every member of the team is committed to this service, and to saving as many lives as we can.

**Job Summary:** The Shop Supervisor will work within the Yate Retail Team to support GWAAC in generating income and awareness of our charity. The role will assist in the day to day running of the shop. You'll be increasing sales, generating income for the charity and attracting volunteers and donations.

**Hours of work:** 16 - 24 hours per week, across 2 or 3 days

**Duration:** Permanent

**Salary:** National Living Wage, currently up to £8.91 per hour

**Major Areas of Responsibility:**

- Assist the Shop Manager and Assistant Manager to run the shop
- Optimise the sale of donated stock for maximum overall income
- Contribute to the collection and solicitation of stock for sale
- Maintain and enhance the shop's professional appearance, in line with the GWAAC brand
- Help with supervising, mentoring, training and supporting volunteers
- Ensure the shop is open and operational to schedule
- Ensure high standards of customer service are provided to all donors, shoppers and supporters
- Manage informal, day to day complaints, keeping appropriate records for the Shop Manager and escalating where needed
- Be an active participant in the running of the shop, getting involved in all tasks where needed
- Manage recycling and refuse systems efficiently to maximize income and minimise waste
- Help promote all areas of charity income generation and the charity's work to shoppers
- Ensure that all financial controls and procedures are followed, including cash security and banking
- Maintain high levels of competency in the operation of EPOS systems and provide induction, training, ongoing support and advice to volunteers using the systems
- Maximise Gift Aid declarations and sale of Gift Aid stock within policies and procedures
- Help ensure compliance with all aspects of Health and Safety legislation and risk management in the shop, including raising prompt maintenance requests where needed
- Attend meetings and training as required
- Adhere to GWAAC's Code of Conduct, internal policies and procedures and external standards relating to our industry and activities, and foster and promote GWAAC's values and reputation

**Working relationships, contacts and expectations**

- Work with the rest of the retail team, across GWAAC's shops as required.
- Forge close working relationships within your team and with the Fundraising and Communications and Marketing and Finance and ICT Teams in particular, to make sure that our shops are integrated and support the charity's overall activities.
- Occasionally work unsociable hours, for example attending evening or weekend meetings or travel outside our 'area'.
- Maintain an appropriate level of confidentiality, professionalism and discretion at all times.

- Comply with organisational policies, procedures and internal and external Codes of Conduct, regulations and laws.

This description does not attempt to describe all the activities of the post but illustrates the role with examples. It is therefore subject to alteration and development and will be reviewed with management as required.

### Person specification

	Essential	Desirable
Education	Evidence of a good standard of general education, to include English and Maths	Qualifications in relevant field e.g. retail, customer service, health and safety
Previous experience	Significant, demonstrable experience of working in a retail shop	Experience of working or volunteering in a charity shop  Experience of fundraising, volunteering or working in a charity environment  Experience of building effective relationships with key stakeholders
Skills, knowledge, ability	Good ICT and EPOS skills  Excellent customer service skills  Knowledge of one or more of the geographical areas that GWAAC covers.	Familiarity with the area the shop is based in and the local retail environment  Knowledge of Gift Aid procedures  Knowledge of confidentiality, GDPR and data protection requirements  Valid full UK driving licence
Aptitude and personal characteristics	Able to contribute positively to team discussions and work  Ability to plan own work, identifying conflicts and establishing priorities in order to meet agreed objectives  Able to meet tight deadlines whilst maintaining accuracy and quality of work and excellent attention to detail  Reliable, with good attendance and punctuality  A can-do attitude, willing to work flexibly, on own initiative and unsupervised to solve problems  Committed to the vision, values and work of GWAAC  Committed to safeguarding, equality, diversity, sustainability and social responsibility	Use of own vehicle