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<b>Job Title:</b> Charity Shop Supervisor	<b>Reports to:</b> Acorn Reuse Team Leader
<b>Division:</b> Acorn	<b>Hours:</b> 38 hours contract (Tues-Sat)
<b>Salary:</b> £10.77 per hour	

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### **Job Purpose:**

To supervise in different areas of the charity shop and to support and supervise clients and volunteers.

### **Principal Accountabilities:**

1. To take responsibility for incoming donations to the Reuse shop and to oversee the sorting of donations of items such as clothing, bric a brac, books, DVS, sports equipment.
2. To take responsibility for making decisions on whether items are appropriate for sale.
3. To work in partnership with other charities regarding donations.
4. To oversee and carry out all aspects of the process in Reuse shop and to provide and set up appropriate tasks for clients and volunteers to learn and carry out to improve their skills.
5. Provide instruction and support for clients and volunteers to carry out tasks such as sorting, cleaning, pricing and re-stocking the shop.
6. To create a positive working atmosphere for clients and volunteers working in the Reuse area, ensuring individuals are comfortable with the task they have been allocated with and taking time to ensure that tasks are explained thoroughly. To seek advice from the Employment Coordinators or Support Workers as appropriate.
7. To oversee areas of the shop floor ensuring wherever possible that items are restocked on a regular basis.
8. To keep work areas clean and tidy and adhere to health and safety policies.
9. To carry out inductions for volunteers and clients working in the area for the first time.
10. To identify any safeguarding issues and bring them to the immediate attention of the line manager and/ or senior management team. To ensure your knowledge of safeguarding is kept up to date by attending training and being aware of the reporting processes.

## **Secondary Accountabilities:**

1. To undertake training within the Trust to develop understanding of people with a disability and further develop practical and training delivery skills
2. To assist in the cover of other staff in any area of Reuse during times of leave and sickness.

## **Knowledge, Skills, Experience, Qualifications:**

1. Retail experience ideally in clothing, charity shops or other relevant areas is essential.
2. Supervisory experience in a retail or other relevant working environment (sales, customer services, support work).
3. Demonstrate good interpersonal and communication skills when dealing with staff, volunteers and clients.
4. Demonstrate patience and good observation skills with the ability to support and train people to undertake practical work skills on an individualised level.
5. To have a flexible, diplomatic and amiable approach in accordance with service needs.
6. Have good all round practical skills and to be well organised.
7. It is essential that the post holder can demonstrate a flexible and positive attitude towards people with disabilities. Whilst it may be useful to have direct experience of working with people with disabilities, it is not an essential requirement.
8. The role will involve lifting of bags of donated clothing and boxes of donated goods but support can be provided as appropriate.
9. A police check will be carried out.
10. The ability to work independently and on own initiative, as well as to work within a team.
11. Ideally knowledge of health and safety in the workplace and data protection laws.

April 2019