



Job Title:	Acorn Supervisor	Reports to:	Acorn Team Leader
Division:	Acorn	Hours:	30 - 35 hours per week (Monday to Saturday)
Salary:	£16.54 per hour		

Job Purpose:

To assist the Team Leader in operational aspects of running the Acorn Reuse operation and to supervise staff, volunteers and clients working in various areas of the organisation.

Principal Accountabilities:

1. To create a positive working atmosphere for staff, clients and volunteers working in the Reuse shop and associated areas.
2. To plan and organise tasks for each day ensuring staff, volunteers and clients have a clear understanding of the tasks that need to be completed.
3. To oversee and carry out all aspects of the processes within various departments of Reuse and to provide clients and staff with instruction and support to carry out tasks such as sorting, pricing, re-stocking, cleaning and organising shelves/displays.
4. To deal with customer enquiries professionally and courteously and assist in training staff and clients in good customer service practices.
5. To take responsibility and train others on making decisions on whether items are appropriate for sale or for donation to other charities (e.g. Salvation Army)
6. To take the lead on responding to enquiries with customers/at the tills. To deal with customer issues escalated by other staff.
7. To oversee the shop floor ensuring wherever possible that there is a good range of all stock is available.
8. To keep the shop floor and all work areas clean and tidy leading by example but delegating where appropriate and ensuring adherence to health and safety policies.
9. 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. Have good all-round practical skills and to be well organised.
2. Demonstrate good observation and communication skills with the ability to support and train people to undertake practical work skills.
3. The role will involve lifting and moving of donated items, including furniture. This role is quite physical and involves a lot of standing/moving.
4. 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.
5. Demonstrate good interpersonal and communication skills and patience when dealing with staff, volunteers and clients.
6. To have a flexible, diplomatic and cooperative approach in accordance with service needs.
7. The ability to work independently and on own initiative, as well as to work within a team.
8. Knowledge of health and safety in the workplace and data protection laws.
9. Prior knowledge of working in a retail environment and/or in a charity shop would be desirable.
10. DBS Check required.