

Job Description

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| Job Title | Shop Supervisor - Milnthorpe |
| Job Purpose | <p>The supervisor will be responsible for the effective operation of Milnthorpe shop.</p> <p>Create an excellent customer environment whilst working on the shop floor.</p> <p>Ensuring all health and safety, legislative and organisational procedures are adhered to</p> <p>To maximise sales through existing opportunities to meet stringent targets</p> <p>Deputise in the managers absence</p> <p>On occasion collect and deliver items to customers in the surrounding area</p> |
| Responsible to | Milnthorpe Shop Manager |
| Working with | Head of Retail and retail group staff & volunteers |
| Responsible for | Volunteers, stock, Van and all Milnthorpe retail operations in the manager's absence |
| Hours and salary | 21 hours over 3 days (Mon to Sun) £8.68 per hour. |
| Location | Milnthorpe |

Main Duties

1. To supervise in the manager's absence the Age UK South Milnthorpe shop, ensuring efficient and effective supervision of staff & volunteers, premises and stock to provide a high quality retail service in relation to agreed performance targets.
2. To ensure all appropriate standards of security and health & safety are met.
3. To assist the shop manager to achieve agreed income and performance targets.
4. To ensure the Shop is clean and tidy at all times and that all stock is displayed in a safe, attractive and presentable manner.
5. Ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations.

6. Hold Shop keys, opening and closing the premises for trading hours and responding to emergency call out, if and when necessary.
7. To generate stock donations to meet sales requirements; accept, sort, price and display stock in accordance with Age UK South Lakeland guidelines, acknowledging receipt and arranging collection where necessary.
8. Responsible for stock control, including the disposal of unsold or unwanted donations at the best possible return and in accordance with health & safety and legislative requirements.
9. Administer and promote the gift aid system.
10. To enhance the Age UK South Lakeland image through a professional retail service, ensuring that all queries about Age UK services are answered promptly and information held at the shop is relevant and up to date.
11. To ensure that all Age UK South Lakeland administrative and financial procedures are followed including banking, weekly returns, and maintenance of pay outs, volunteer attendance and training records.
12. To undertake any other appropriate duties required to achieve performance targets and realise the full potential of the Superstore.
13. To be willing to travel within the South Lakeland region as required to meet the needs of the role and the organisation.
14. To work within Age UK South Lakeland's policies and procedures at all times – including Equal Opportunities, Health and Safety, Data Protection, Confidentiality and Environmental policies.