

Job Description

Job Title	Ulverston Superstore Shop Supervisor/Driver
Job Purpose	<ul style="list-style-type: none"> • To take responsibility for the Age UK South Lakeland van based at Ulverston Superstore whilst delivering and collection large items of stock. • Create an excellent customer environment whilst working on the shop floor. • Ensuring all health and safety, legislative and organisational procedures are adhered to • To maximise sales through existing opportunities to meet stringent targets • Deputise in the managers absence
Responsible to	Ulverston Superstore Manager
Working with	Head of Retail and retail group staff & volunteers
Responsible for	Volunteers, stock, Van and all Ulverston Superstore retail operations in the manager's absence
Hours and salary	35 hours over 5 days (Mon to Sun) £9.38 per hour
Location	Canal Head, Ulverston

Main Duties

1. To supervise in the manager's absence the Age UK South Ulverston Superstore, 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 Superstore manager to achieve agreed income and performance targets.
4. To ensure the Superstore 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 Superstore keys, opening and closing the premises for trading hours and responding to emergency call out, if and when necessary.
7. Take overall responsibility of the Age UK South Lakeland vehicle, ensuring that it is clean, fuelled and maintained in a roadworthy condition and that all defects are reported promptly to the Superstore manager.
8. To route the vehicle in co-operation with the Superstore manager – ensuring there efficient and effective use for their delivery and collection service.
9. 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.
10. 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.
11. Administer and promote the gift aid system.
12. 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.
13. 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.
14. To undertake any other appropriate duties required to achieve performance targets and realise the full potential of the Superstore.
15. To be willing to travel within the South Lakeland region as required to meet the needs of the role and the organisation.
16. 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.

Conditions of employment

The post is full time (35 hours per week – Over 5 days, Monday to Sunday). The actual salary for the post is £17,071 per annum. There are five weeks paid holiday per year, plus public holidays. Contributory pension arrangements are available for staff who have completed three months service.