**PERSON SPECIFICATION**

**JOB TITLE: Shop Supervisor**

**REPORTS TO: Area Shop Manager**

**RESPONSIBLE TO: Director of Income Generation and Communications**

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|  | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EDUCATION AND QUALIFICATIONS** | * Good Standard of Education. |  | Application form |
| **KNOWLEDGE AND SKILLS** | * Knowledge of health and safety procedures. * Ability to motivate others with strong teamwork skills. * Self-motivated and able to use own initiative. * Excellent communication and interpersonal skills. | * Knowledge of gift aid in relation to retail. | Application form  Interview |
| **EXPERIENCE** | * At least one years’ experience as a supervisor in a retail environment with clear evidence of a track record of achievements in:  1. Staff or volunteer supervision. 2. Excellent customer service.  * Experience in cash handling. | * Experience of working to and achieving financial targets. | Application form  Interview |
| **PERSONAL QUALITIES** |  | * Passionate and committed to the aims and charitable objectives of Foyle Hospice. | Interview |
| **OTHER** | * Willingness to work flexibility including evenings and weekends. * Valid driving license and access to own transport. |  | Application form |

**Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities.**