**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 formInterview  |
| **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 formInterview |
| **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.**