JOB DESCRIPTION

**Job Title:** Shop Supervisor

**Responsible to:** Shops Manager

**Salary:** Band 3 (£20,330 to £21,777 pro rata)

**Hours:** 35 hours per week/Fixed Term to 1st July 2024

**Location:** Strabane/Castlederg

# Overall Purpose

The post holder will be responsible for the day-to-day operation of the Strabane and Castlederg shops. They will provide high levels of customer service and effectively deal with any customer complaints. They will promote the development of the shop profitability while minimising costs. The role includes training and motivating volunteers and creating a positive atmosphere ensuring the team reflects the image and reputation of Foyle Hospice.

# Key responsibilities include:

**Strategic Priorities**

1. Supervise retail activities in the Foyle Hospice Strabane and Castlederg shops
2. Represent Foyle Hospice in the Shops to the public and volunteers.

# Operational Responsibilities

1. Ensure that high standards of service to customers is maintained at all times
2. Optimise sales of donated stock and maintain the appearance of the shop within organisational brand and identity guidelines
3. Lead, manage and train volunteers ensuring the operational performance and high customer service standards of the shop, ensuring they have a full understanding of their duties
4. Achieve a high standard of cleanliness, organisation and housekeeping throughout the shops and storage areas.
5. Ensure timely submission of all paperwork including daily, weekly and monthly revenue reporting
6. Ensure that all financial controls and procedures are followed including cash security
7. Maintain a high standard of presentation on both the interior of the shop and shop windows.
8. Ensure that shop floor is fully stocked by relocating merchandise and working closely with the Shop Manager to ensure stock is allocated to locations from the main Outlet.
9. Available to work in Shops or attend meetings in the Derry and Limavady areas if needed

# Personal Development

1. Maintain high professional standards and keep abreast of relevant issues and continue own personal and professional development. Foyle Hospice will provide relevant education and development opportunities where it is deemed appropriate.

# Monitoring, Evaluation and Management Reporting

1. Provide regularly management information reports including cashing-out, and budget related reports
2. Ensure effective records management (manual and computerized) are maintained accurately and are up-to-date

# Quality and Safety

1. Adhere to quality assurance standards and codes of practice in line with changing requirements, legislative compliance and best practice in relation to the activities under your remit
2. Ensure the efficient and effective use of all our resources (staff, financial and physical)
3. Adhere to all organisational policies and procedures
4. Manage your own wellbeing and support interventions for employees in line with organisational need
5. Ensure adherence to all Health and Safety Regulations applicable to the working environment and adhere to same

# Other

Carry out such other duties as required as are consistent with the mission of the organisation and overall purpose of the job.

**ADDITIONAL INFORMATION FOR EMPLOYEES**

Conduct

Employees must at all times abide by Foyle Hospice policies and procedures and the terms of their contract of employment. They must conduct themselves with impartiality, integrity, objectivity and honesty and maintain high standards of personal and professional accountability.

Performance

Employees are expected to demonstrate commitment to the Hospice by ensuring regular attendance at work and efficient completion of duties.

**Risk Management**

Employees must ensure that they comply with any risk management responsibilities specific to their post.

**Governance**

The Hospice is committed to the development and implementation of systems under governance to ensure continuous improvement in the quality of services provided. Employees will be expected to be pro-active, co-operate and work with these systems.

**Confidentiality**

All information concerning patients and staff must be held in the strictest confidence and may not be divulged to any unauthorized person. Social media policy must be adhered to at all times.

**Equality & Human Rights**

Employees must ensure that equality and human rights issues are addressed within the post holder’s area of responsibility.

**Health and Safety**

Employees should note that under Health & Safety at Work Legislation they are required to take all reasonable steps while at work to ensure their own health and safety and the health and safety of those who may be affected by their acts or omissions at work.

**Smoking, Alcohol & Health**

Foyle Hospice operates policies on smoking, alcohol and health.

**Environmental Cleanliness**

The Hospice promotes a culture of cleanliness and has adopted a partnership and collaborative approach that recognises cleanliness as the responsibility of everyone, cascading throughout every level of the organisation.

**Infection Prevention & Control**

The Hospice operates policies to prevent healthcare associated infections and the post holder is required to comply with all infection prevention policies, guidelines, protocols and procedures.

***The duties and responsibilities outlined in the above job description are not intended to be definitive nor restrictive, and may be amended to meet the changing needs of Foyle Hospice,* following discussion with the post holder.**

**May 2022**

**Access NI Disclosure** – Foyle Hospice operates in line with the Access NI Code of Practice. Further details can be obtained from [www.accessni.gov.uk](http://www.accessni.gov.uk).

 It should be noted that some posts fall within the definition of ‘Regulated Activity’. Further information on Regulated Activity can be obtained on request. Any post falling within the definition of Regulated Activity will be subject to an Access NI Enhanced Disclosure check with Barred list check.

*This job description reflects current aspects of the post and applicants must be aware that the hospice is constantly changing and developing its services. This may mean changes in the role and the successful applicant will be one who demonstrates a flexible attitude and willingness to embrace change in the interests of the service.*