



## **BASILDON MIND**

### **JOB DESCRIPTION**

**Title:** Charity Shop Bank Supervisor

**Salary:** Minimum Wage (WTD)

**Hours:** Zero hours contract,  
working on a bank basis, covering occasional annual leave and sick leave as and when needed.

**Working Relationship:**

To work alongside the shop manager to assist in the day to day running and management of the shop.

**Responsible to:**

The Shop Manager and Deputy Shop Manager

**Job Summary:**

1. To assist with the day to day responsibility for managing the charity shop and a team of volunteers; working to maximising store profitability, maintain high standards of customer service, health and safety and coordinate a team of volunteer assistants to staff the shop.
2. To assist and be responsible and accountable for maximising shop profit by achieving budgeted income,
3. To act as Deputy line manager for team of volunteers within the shop.
4. The role involves a degree of manual handling in sorting and lifting stock.
5. To adhere to all policies and procedures and adapt to suit the shop, including those relating to the compliance with Health and Safety ensuring all walkways are kept clear at all times.

**Scope of Job – Shop Duties**

1. To maximise shop sales by achieving agreed targets through donated stock. This involves managing and processing stock to agreed amounts and stock planning.
2. To maintain high levels of shop presentation by merchandising and housekeeping to agreed standards
3. Role involves a degree of manual handling in sorting and lifting stock
4. Ensure adherence to all policies and procedures and adapt to suit the shop

5. Ensure minimum losses of both stock and cash by following bank and till procedures and safeguarding the property of at all times
6. Adhere to all policies and procedures including those relating to the compliant with Health and Safety responsibility ensuring that all walkways are kept clear at all times
7. Manage clearance of rubbish, unsaleable clothing (rags) on a regular basis.
8. Attend where appropriate, training courses relevant to the development of the role
9. To provide excellent customer care through quality of service, dealing with complaints both efficiently and effectively

**Administrative Duties:**

1. Organise and pass on any incoming information to the relevant committee.
2. Prioritise your own work and communicate those priorities to the shop manager.
3. Ensure that all relevant statistical information is being kept.

**Self Development:**

1. Attend and participate in Review meetings with the Shop Manager.
2. Identify training/self-development needs and bring them to the attention of the Shop Manager.
3. Attend and participate in any training sessions/courses.