

## Shop Sunday Supervisor

### Job Summary

Responsible for running the shop on a Sunday, putting in place high standards of customer care and service to maximize shop income by achieving agreed sales targets.

### Key Responsibilities

- Support, train and co-ordinate the work of the Sunday volunteers as required, ensuring that tasks are properly delegated in accordance with their experience and abilities
- Maximize shop income and achieve agreed sales targets, pricing and stock rotation
- Ensure that the shop is kept clean and tidy at all times and that stock is well displayed to attract customers and drive up sales
- To hold shop keys, opening and closing the shop in time with agreed trading hours, and responding to emergency call out if and when necessary
- To ensure that any administrative and financial procedures are followed including till reconciliation, daily banking of takings and weekly reporting of sales to the Finance Manager at Naomi House
- To ensure that the shop premises comply with Health & Safety legislation for staff, volunteers and customers
- The management of daily fire risk responsibilities, including means of escape, fire evacuation plan, completion of the fire safety log book, fire protection (alarms and doors), fire equipment, housekeeping and relevant fire safety training

### Key Tasks

- To ensure that stock is rotated frequently to attract the maximum number of customers
- To maintain a high standard of display , both in the window and inside the shop
- To ensure that the shop premises comply with Health & Safety and Fire Safety legislation for staff, volunteers and customers, and escalate maintenance issues as necessary
- To ensure that cash and valuable items are kept secure
- To assist with keeping the shop and storage areas clean and tidy and the stock in good order
- To ensure the safe disposal of culled items and waste
- To have adequate knowledge of Naomi House in order that customer and volunteer queries can be answered correctly
- To take responsibility for personal health and safety, including fire safety
- To undertake other tasks as may be reasonably required from time to time
- To cover on a Sunday any other outlet as required

### Other tasks

- To have adequate knowledge of Naomi House in order that customer and volunteer queries can be answered correctly
- To take responsibility for personal health and safety and fire safety
- To undertake other tasks as may be reasonably required from time to time

**This job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples the main role of the post-holder. It is therefore subject to alteration and development and will be reviewed jointly with the post-holder and Retail Manager.**