

# The Brainwave Centre Ltd

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Shop Supervisor
<b>RESPONSIBLE TO:</b>	Area Development Manager /Retail Manager
<b>RESPONSIBLE FOR:</b>	Shop staff and volunteers
<b>JOB PURPOSE:</b>	To generate funds to support the work of the charity by maximising shop profit. This is to be achieved by best practice merchandising; good day to day supervision of the shop and staff; ensuring compliance with relevant legislation and company procedures, including Health & Safety and Trading Standards. <b>Success will be measured by the profitability of the shop</b>

### PRINCIPAL DUTIES AND RESPONSIBILITIES:

#### Financials:

Drive sales to achieve /exceed all sales targets.

Minimise store costs to maximise store profitability.

Use all available information to maximise store profitability; I.e. P & L and Kudos reports.

Cash handling, to include reconciliation and banking on a daily basis.

Complete a weekly return for the shop to reflect the gross contribution being achieved.

#### People:

Recruit and train enough volunteers to ensure the store is able to trade 8 hours daily; Monday to Saturday with scope to trade Sunday during seasonal uplift if appropriate.

Recruit, Train and motivate team to provide customer service which exceeds the customers' expectations and create a welcoming shopping environment.

Induct and train new staff and volunteers, ensuring they understand their and Brainwaves' Health & Safety responsibilities to staff and customers alike and understand their role in compliance with all Brainwave and government policies and procedures.

Encourage volunteers to attend the annual open day to provide them with an opportunity to understand how the Charity's therapy is delivered and the part that the shops' income plays in subsidising the Programmes.

#### Product:

Merchandise displays of goods to achieve maximum turnover, ensuring that volunteers price each item in accordance with the guidelines and are dated so goods can be rotated within the agreed time period.

Ensure window displays are of a high standard, changed regularly and reflect the customer base to maximise sales.

Encourage high quality donations from the local community.

Ensure donations and deliveries from the retail centre are organised to maximise sales and minimise any risks to Health and Safety.

Arrange for stock to be relocated across the business or returned to the Retail Centre as appropriate to maximise sales revenue.

#### Company:

Positively promote Brainwave and its objectives in the local community.

Organise external fundraising events and activities to further the Brainwave profile and store profitability. Actively promote store in local community with leaflet drops e.t.c.

The above list is a general outline of the role requirements, but is not exhaustive. Other duties may be reasonably requested by your line management team.

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## PERSON SPECIFICATION

**JOB TITLE:** Shop Supervisor

**REPORTING TO:** Area Development Manager / Retail Manager

### QUALIFICATIONS

**Essential:** Good numeracy and literacy skills.

**Desirable:** GCSE English and Maths or equivalent. Full, clean driving license.

### EXPERIENCE

**Essential:** 2 years' retail experience minimum.

**Desirable:** 1 years' experience in supervising of staff. Previous experience in the charity sector or retail clothing industry.

### SKILLS

**Essential:** High standard of visual merchandising and organisational skills. Attention to detail.

Ability to lead and motivate others. Good team building skills. Recognises own development needs and works with line management to fulfil own potential.

**Desirable:** People development skills.

### BEHAVIOURS

**Essential:** Highest standards of honesty, integrity and reliability. Polite at all times. Enthusiastic and outgoing manner. Patient and calm nature with ability to diffuse conflict in both staff and customer situations.

**Desirable:** Community spirit. Desire to raise charitable funds and charity awareness.

### KNOWLEDGE

**Essential:** Working knowledge of both Health and Safety and Trading Legislations.

**Desirable:** Good knowledge of local area, business opportunities and relevant contacts.

### PHYSICAL ABILITIES

**Essential:** Good physical fitness with ability to lift and carry heavy loads. Good eyesight and hearing.