****Job Description****

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| Job title | Retail Shop Supervisor |
| **Contract** | Flexible hours, minimum one day per week. |
| **Date of revision** | April 2025 |
| **Location** | Devizes |
| **Salary** | National living wage (Per hour) |
| **Benefits** | Generous holiday allowance, staff discounts and up to 5% pension contribution |
| **Reports to** | Shop Manager |
| **Job purpose** | To provide excellent customer service within Wiltshire Sight’s Devizes shop and take responsibility for supervising the shop operations and volunteers when the shop manager is not on duty. To support and assist with the management and optimisation of sales and profit. To promote and benefit Wiltshire Sight and Sight Support West of England and its services, raising awareness and enhancing reputation. |

# Background

Wiltshire Sight exists to reduce the impact of sight loss, supporting blind and partially sighted people to lead independent lives and to secure equal access to services.

As part of our ambition to diversify our income sources, the Board of Wiltshire Sight have opened three charity shops with the aim of increasing brand recognition, increasing our presence in the community, and raising funding for the charity. Our Devizes shop is our highest-performing shop, and has a strong link with our Devizes office and resource centre for clients living with sight loss.

We are seeking a part-time shop supervisor to work with the shop manager to help us continue the success of the Devizes shop, running a profitable outlet which showcases the charity and helps us to secure the long-term support of the communities we operate within. The shop supervisor will deputise for the shop manager when the manager is not on duty, supervising the running of the shop and the volunteer team on site.

At the moment we can guarantee one day per week, but expect there will be weeks when more hours are needed to cover holidays etc.

# Key Responsibilities

* To support the shop manager to maximize shop sales through proactive stock/donation generation, effective stock sorting, optimum and accurate pricing, promoting gift aid, creative and innovative merchandising, creative window displays, well organized stockroom and optimum floor layouts.
* To act as shop supervisor when the shop manager is not on duty, ensuring the shop is well run, volunteers supported and effective, and sales are maximized.
* To support the shop manager to maintain high levels of shop presentation through the use of creative merchandising and housekeeping to agreed standards .
* To provide excellent customer care through quality of service, courtesy and friendliness, liaising all Wiltshire Sight Advisor queries and referring any complaints in a timely manner to the Shop Manager for next steps.
* To support with the supervision and motivation of a team of volunteers.
* To be responsible for opening and closing the shop at agreed times and ensuring opening hours are adhered to, at all times. Willingness to open when required to meet the businesses needs during busy or seasonal periods.
* To ensure all banking duties are completed accurately and on time to the agreed structure.
* To take all reasonable precautions for the safety of stock and cash without putting self or volunteers at risk.
* To sort, assess and price donated stock in addition to following a system to refresh/cull stock on a regular basis through effective use of storeroom and sorting facilities.
* To sort and assess donations for Ebay shop selling.
* To support the shop manager to ensure that all shop administration is neatly and accurately completed.
* To maintain a clean and tidy environment for customers, staff and volunteers in both shop and staff only areas. Promote and maintain safe working practices throughout the shop and staff areas to include organised storage of all stock and robust housekeeping.

# General key role expectations

* Play a part in promoting the aims and objectives of Wiltshire Sight, to increase public awareness and gain support for our work.
* Attend occasional team meetings with the wider charity team.

# Employee Specification, Selection Criteria

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| **Criteria** | **Essential** | **Desirable** |
| **Experience** |  |  |
| Retail experience | **x** |  |
| Volunteer experience |  | **x** |
| Charity retail experience |  | **x** |
| Visual merchandising experience |  | **x** |
| Experience of engaging with a range of people from different backgrounds and skill levels | **x** |  |
| **Skills and Abilities** |  |  |
| Good problem-solving skills, with the ability to make informed and well-judged ethical choices/decisions | **x** |  |
| Good organisational skills | **x** |  |
| IT and EPOS till use skills | **x** |  |
| Excellent customer service skills | **x** |  |
| Good interpersonal skills and ability to work well within a team | **x** |  |
| I.T. literate – use of Word, Excel, Email & social media | **x** |  |
| Ability to work flexibly and to work to targets | **x** |  |
| Ability to maintain confidentiality and an understanding of the importance of data protection | **x** |  |
| Ability to undertake reasonable lifting duties | **x** |  |
| A full driving licence & access to a car |  | **x** |
| **Personal Attributes** |  |  |
| Self-motivated with the ability to motivate others | **x** |  |
| Trustworthy, honest and a sense of humour | **x** |  |
| Commitment to diversity and inclusion; including valuing and respecting different views and ways of working | **x** |  |

# Additional information

* The post holder may be asked to be flexible to cover other shops as & when required by the Head of Retail.

# End of document

Tel: 01380 723682 Email: info@wiltshiresight.org

Wiltshire Sight is a registered charity: 1119462.

Registered Office: St Lucy’s Sight Centre, Browfort, Bath Road, Devizes, Wiltshire, SN10 2AT.