



**For better
mental health**



Patron The Most Honourable the Marquess Of Bath

Job Description

Job Title:	Charity Shop – Team Supervisor
Location:	Melksham
Reports to:	Shop Manager
Responsible for:	Retail Assistants and Volunteers

Overall Purpose

The role provides day to day operational support to the Shop Manager, who is responsible for the overall retail strategy and plan. The purpose of the role is to maximize the income for Wiltshire Mind through sales at the Wiltshire Mind Shop. You will be required to work alongside volunteers and to guide the volunteer team with daily activities to ensure customers receive exemplary service at all times when visiting the Charity Shop.

Main Duties, Responsibilities and Accountabilities

Trading Operation

You will manage the day to day operations including opening and closing the shop, donations receipt and sorting, stock preparation, pricing and merchandising display.

- Agree an operating plan with the Shop Manager to ensure all defined KPIs are achieved.
- Understand and work towards achieving retail targets.
- Ensure appropriate in-store standards are met and maintained and that systems operate safely and efficiently.
- Maintain appropriate detailed and accurate records as required.
- Maintain an effective, profitable merchandise mix, reflecting consumer profile and seasonality trends.
- Feedback on quality issues, potential new products, procedural issues etc.
- Ensure all trading policies and procedures are adhered to by all members of the team.
- Maintain the highest standards of retail housekeeping.

Customer Care

You will ensure that customers have an enjoyable experience when donating to or buying from the shop.

- Lead by example
- Welcome all visitors to the shop
- Offer your help appropriately
- Boost opportunities for Wiltshire Mind communications in line with Wiltshire Mind policy and brand objectives.

Staff and Volunteer Management

You will ensure the volunteer team is engaged with all activities and providing optimum support.

- Assist in recruiting, training and retain best quality volunteers, through effective training and appropriate communication.
- Develop retail skills, knowledge, abilities of volunteers to maximize sales and deliver first class customer service.



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Administration and Security

You will manage back office procedures to ensure all finance, health and safety security and personnel processes are maintained correctly.

- Manage the secure receipt of all income generated in store and ensure the accurate completion of all financial and official records as directed by the Shop Manager in accordance with Wiltshire Mind procedures.
- Ensure all volunteer hours, personal information or special circumstances, including amendments are communicated as necessary and recorded in line with Wiltshire Mind guidelines.
- Maintain all Wiltshire Mind property in a safe and secure manner, be vigilant in the prevention of theft of stock or cash, damage to stock, fixture and fittings, or injury to staff or visitors.
- Ensure all processes and procedures are adhered to.
- Observe all Health and Safety guidelines, policies and regulations. This includes the preparation and updating of risk assessments and the implementation of actions arising from annual health and safety inspections.
- Ensure the security of the buildings and contents.
- Keep confidential information secure.

Team Working

You will help sustain a happy, healthy team environment.

- Provide a work environment free of all forms of discrimination and harassment, where everyone is treated with dignity, respect and fairness.
- Provide a safe working environment where people are valued and respected, and which promotes the health and welfare for all employees and volunteers.
- Nurture a positive and innovative culture of trust, participation and involvement within and between teams.
- Work closely with all Wiltshire Mind Staff to meet Wiltshire Mind aims and objectives. Obtain support and resources to achieve trading and recruitment targets.
- Attend meetings with Wiltshire Mind Staff and trustees (as required).

Other Duties

You will provide support with other charity activities.

- Handle general enquiries about the services of Wiltshire Mind
- Liaise with Shop Manager and CEO at the Wiltshire Mind Head Office to generate press coverage for shop activities and promotions.
- Attend training courses to develop personal skills and knowledge in line with agreed personal team objectives.
- Attend alarm callouts during non-trading hours.
- To undertake any other activities reasonably requested in line with responsibilities/role by line manager and/or other senior Wiltshire Mind management.