



Charity Shop Team Supervisor Employee Specification

Key Skills and Strengths	Essential	Desirable
Excellent communication skills, able to communicate effectively with		
a diverse range of people		
Able to direct, supervise and support volunteer team members	$\sqrt{}$	
IT literate	√,	
Excellent organisational skills	√.	
Knowledge of shop systems and procedures	$\sqrt{}$	
Understanding of retail legislation, health and safety, fire procedures	$\sqrt{}$	
Able to focus with attention to detail	$\sqrt{}$	
Artistic flair – able to design engaging shop displays		
Able to demonstrate a methodical, organised and flexible approach		
Able to maintain accurate records and systems		
Able to ensure all policies and procedures are adhered to		
Understanding of mental health issues		
Excellent customer service skills, customer-focused thinking		
Able to plan, organise and prioritise workload		
Able to promote the wider aims of Wiltshire Mind Charity	$\sqrt{}$	
Experience	 √	
Practical experience of working in a busy shop environment.	i i	
Working towards agreed KPI	V	
Managing volunteer rotas		V
Experience of retail housekeeping and stock management		
Experience of managing product categories to achieve optimum	N N	
sales	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	
Acting as a team leader	N . I	
Responding to queries and simple problem-solving	N N	
Maintaining manual and electronic filing systems	√	
Experience of working within the charity sector		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
Personal style and characteristics		
Self-starter	1	
Commitment to providing a high-quality customer experience	l 🔾	
Professional and friendly manner	\downarrow	
Excellent communicator on all levels	$\sqrt{}$	
Team player	$\sqrt{}$	
Multi tasker	Į į	
Flexible	Į į	