

Job Description: Hope Cancer Support Centre Shop Supervisor

Reporting Relationship:

- The Supervisor reports directly to the Manager of Hope Cancer Support Centre Shop

Hours of work;

- 20 hours per week (including 5 hours per Saturday)

Duties and Responsibilities:

- Responsible for the overall management of the shop in the absence of the Manager
- Assist with the development, implementation and evaluation of policies and procedures to ensure best practice and good governance of the Shop in conjunction with the Shop Manager
- Ensuring a safe working environment for volunteers, adhering to the Shop's Health and Safety Statement in conjunction with the Manager.
- Maintaining a safety register of any incidents or accidents that occur within the shop premises to either the general public, volunteers or staff.
- Bringing any issues relating to Health and Safety to the attention of the Manager in writing as soon as possible.
- Ensuring that all volunteers provide high quality customer service.
- Provide supervision and support of volunteers on an ongoing basis
- Responsible and accountable for managing levels of stock, both on the shop floor and in the storage areas in conjunction with the Manager
- Overseeing pricing and quality of stock.
- Overseeing the layout and safety of the entirety of shop premises.
- Daily counting of till cash (with another person) in absence of manager and safekeeping of such cash in safe until lodgement can be facilitated. As per Hope Cash Counting Policy.
- Weekly lodgement to bank/credit union of shop takings (with another person) in absence of manager.
- Maintaining a record of shop takings and receipts and safe keeping of till journals and all other records, in the absence of the manager
- Issuing receipts for donations received for the Centre and safekeeping of cash in safe until transferred to Administration Office of Hope Cancer Support Centre.
- To act as Shop Manager when said Manager is on leave.

The above duties and responsibilities may be changed by the Board of Management at any time based on developing needs of the Hope Shop, legislation, health and safety needs and/ or other regulations governing the operation of a charity shop.



CHY No: 15556
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