

Job Specification

Job Title:	Shop Supervisor
Location of Post:	Hope Cancer Support Centre Shop, Mill Park Road, Enniscorthy, Co. Wexford
Purpose and objectives of the post:	To work alongside the Shop Manager in supervising and managing the Hope Cancer Shop.
Principal duties and responsibilities:	<p>Management:</p> <ul style="list-style-type: none"> • Responsible for the overall management of the shop in the absence of the Manager. • To act as Shop Manager when Manager is absent or on leave. • 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. <p>Health and Safety:</p> <ul style="list-style-type: none"> • 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. • Overseeing the layout and safety of the entirety of shop premises. <p>Volunteers:</p> <ul style="list-style-type: none"> • Ensuring that all volunteers provide high quality customer service. • Provide supervision and support of volunteers on an ongoing basis. <p>Stock Control:</p> <ul style="list-style-type: none"> • 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. <p>Online Shop:</p> <ul style="list-style-type: none"> • To be the lead in managing the on-line shop as part of your role.

	<p>Cash Management:</p> <ul style="list-style-type: none"> • 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. <p>The above duties and responsibilities may be changed by the Board of Directors 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.</p>
<p>Essential skills/competencies:</p> <p>Desirable</p>	<ul style="list-style-type: none"> • It an essential requirement for the post that candidates can demonstrate experience in the following areas <ul style="list-style-type: none"> ○ Retail ○ Supervisory management ○ Good leadership and interpersonal skills • It is also desirable that candidates would have good IT skills.
<p>Personal development:</p>	<p>Engage in a process of continual learning and maintain a commitment to further education and training.</p>
<p>Reporting arrangement:</p>	<p>The Shop Supervisor will report to the Shop manager</p>



CHY No: 15556
RCN No: 20054007