

JOB VACANCY

Community Wise is a well established and much loved community centre located in Ocklynge Road, Old Town Eastbourne. We are a registered charity and a company limited by guarantee and share our facilities with Living Stones Community Church. Everything we do is underpinned by prayer. We operate a charity shop run by volunteers, and we organise a monthly village market and English Language classes. Hall bookings include Dance, Guides, Scouts, Artist Workshops, Choir, Parents & Babies/Toddlers, as well as several support groups and clubs. The Trustees have a vision to develop further the Shop, the Centre and its Christian witness.

THE TRUSTEES FOR COMMUNITY WISE ARE SEEKING TO APPOINT A

P/T Charity Shop Supervisor

This is a key role within the centre, which involves effective day to day coordination of shop donations and support for volunteers and customers.

We are seeking someone who is:

- **A prayerful and Bible believing Christian**
- **Experienced in charity shop work and supervising volunteers**
- **A welcoming personality with good organisational and people skills**
- **Competent in using modern day technologies and apps**

Applications are invited in writing before midnight on
Monday, 30th May 2022, by sending your CV with a covering letter, to:
The Trustees for Community Wise, 66 Ocklynge Road, Eastbourne, BN21 6PY, or
by email to sue@communitywise.org.uk

If you wish to discuss the role, please contact
the Chair of Trustees, Clare Winter, by email at clarefwinter4@gmail.com

JOB DESCRIPTION

Job Title:	PART-TIME CHARITY SHOP SUPERVISOR
Hours:	Mon-Sat, 9am-1pm (20 hours over five days & flexible day off)
Responsible to:	Board of Trustees
Terms:	£11 per hour (plus commission, which will be agreed)
Probation Period:	6 months, and thereafter renewable annually at the sole discretion of the Trustees, subject to the business requirements of the charity
Employer:	Board of Trustees

MAIN RESPONSIBILITIES

Reporting to the trustees, this key fundraising role involves the efficient and profitable running of our small charity shop. The Supervisor will provide a safe, helpful and welcoming environment for customers, and be an encouraging leader for our existing volunteers. Recruiting new people and developing a whole team approach to achieving high standards of customer service is essential. As part of the staff team, the Supervisor will be committed to the trustees vision for the Centre and the contribution the shop makes to this.

MAIN TASKS

In fulfilling this role, the main tasks of the **Charity Shop Supervisor** shall be:

1. **Supervising volunteers** and day to day **retail activity**.
2. **Receiving, sorting and pricing goods** to optimise sales and following systems for recycling/ disposal/moving on surplus/poor quality stock.
3. **Promoting the Shop & using on-line selling platforms** for items of particular value and interest.
4. **Developing systems** to ensure good stock turnover and that shop layout and displays maximise sales. Maintaining standard signage throughout the shop.
5. **Supervising accuracy of daily takings** via Zettle, ensuring banking security.
6. **Organising a staffing rota**, covering sickness/holidays etc. Ensuring that H&S, and other relevant policies are followed by all volunteers.
7. **Recruiting, assessing suitability and mentoring new volunteers**. Supporting, encouraging and training all staff during feedback meetings and recording this.
8. **Trustee collaboration** by regular reporting on activity and sales, and in dealing with, and resolving customer complaints, or issues with volunteer relationships.

HEALTH & SAFETY: In carrying out the above duties, it is the Charity Shop Supervisor's responsibility to follow public health and safety guidelines at all times.

PERSON SPECIFICATION

PART-TIME CHARITY SHOP SUPERVISOR

Attributes	Details	Essential	Desirable	Evidenced
Personal qualities	Will be a team member bringing the Christian faith to life in the everyday through prayer, Word, witness and action.	✓		
	Is a team organiser, able to encourage and support volunteers, build trust, deal with problems and diffuse situations as they arise.	✓		
	Is self-motivated, pro-active and able to demonstrate resilience, reliability and flexibility.	✓		
Experience	Will have good experience of working in a similar role with a proven track record in the charity retail sector.	✓		
	Will have experience of recruiting, training and supporting volunteers.		✓	
Knowledge	Will have some local knowledge, and an understanding of the charity sector and running projects	✓		
	Will have some understanding of how to report on activity and use basic outcomes data.		✓	
Skills	Will be a good communicator, competent with modern retail technologies	✓		
	Will be efficient, methodical and thorough. Pays attention to detail and can prioritise to work within deadlines.		✓	

Signed: _____
Post holder

Employer (Trustee)

Dated: _____

Dated: _____