

Job Details

Job Title: Weekend Supervisor - Hazlemere

Job Reports to: Shop Manager – Hazlemere

Direct Reports: There is no responsibility for managing staff, but the Weekend Sales Assistant will support and lead a team of volunteers

Salary: £9,810,08 per annum

Hours: 16 hours a week (two days a week, one or both of which will usually be a weekend day) and occasional holiday cover.

Location: Hazlemere

Job Purpose:

To work with the Shop Manager, Assistant Manager and volunteer team to engage support for FNHC from the local community, maximise sales and profits, and actively promote Gift Aid and the Hospice Lottery.

In the absence of other staff, work with the volunteers and take responsibility for managing the shop, and at all times positively promote and support the aims of the Charity.

About Florence Nightingale Hospice Charity

Our vision is to deliver the best hospice care for everyone in Buckinghamshire and borders who needs it - wherever and whenever they need it.

We enhance and complement the care and support delivered by Buckinghamshire Healthcare NHS Trust to ensure patients, families and carers get the individual clinical, practical and emotional support they need to make the most of every day they have together.

Key Accountabilities

- ☀ To support the Shop Manager and Assistant Manager to deliver an excellent retail offer for the local community.
- ☀ Work at the shop on weekends, and additional days as required including occasional planned absence of Shop Manager & Assistant Manager (days off and holiday cover) and sickness absence whenever possible.
- ☀ Assist in achieving agreed income targets – sales, Gift Aid and Hospice Lottery.
- ☀ Support the Shop Manager and Assistant Manager in the recruitment and retention of shop volunteers, helping to promote a happy and productive working environment for the volunteers.
- ☀ Ensure that a standard of excellence is maintained at all times with regard to customer service.

- ☀️ Receive all donated goods with gratitude and appreciation, ensuring that Gift Aid is promoted and that Gift Aid stock is managed in line with HMRC guidelines.
- ☀️ Actively maintain a safe working environment, ensuring the safety of yourself, volunteers, staff, customers, donors and visitors
- ☀️ At all times, safeguard the Charity's reputation by working in a professional manner and personifying the Charity's values.

Additional Information

- ☀️ This job description is not intended to be a complete list of responsibilities. To meet the ever changing needs of the Charity you may be required to perform other duties within your capacity and competence.

Manual handling and heavy lifting – required for this role

Full current and valid driving licence – preferred but not required for this role

Access to a vehicle that can be used for work purposes – preferred but not required for this role

Car insurance, including business cover – required for this role if car user

Disclosure & Barring Service check – required for this role

Job Experience, Skills & Qualifications

- ☀️ Experience of working as part of a team in charity or fashion retail.
- ☀️ Experience of working to achieve sales targets in a customer facing environment.
- ☀️ Ability to deal with difficult customers and situations with professionalism and without judgement.
- ☀️ Physically fit and able to lift and carry large quantities of donations of stock, waste and recycling on a daily basis. Please note, this shop is over two floors, so there is a requirement to carry stock up and down stairs on a regular basis.
- ☀️ Demonstrable positive, solution-focused, 'can-do' attitude
- ☀️ **Applicants for this role need to be aged 18 or over. This role involves the supervision of volunteers, and in order to adhere to our safeguarding policies, all staff employed by FNHC Shops in supervisory roles need to be over 18.**

Employee Benefits

We offer interesting and varied roles, believe in empowerment, and offering you a competitive salary and opportunities for development and training. You will be joining a supportive culture that encourages a healthy work-life balance and you'll be part of a positive and friendly Retail team.

- ☀️ Workplace pension – up to 6% ER contribution
- ☀️ 105.5 hours annual leave (which is the equivalent of five weeks holiday plus statutory holidays)
- ☀️ Generous company sick pay allowance

- ☼ Employee Assistance Programme including counselling
- ☼ Free access to Smart Health & well-being services (including online GP)
- ☼ Life assurance policy

Other details

- ☼ **Closing date: Sunday 15th September 2024.** Although candidates are encouraged to apply promptly as we will withdraw the advert when we have sufficient suitable candidates to shortlist for interview.