

Job Details

Job Title: Shop Supervisor – Eden Shopping Centre, High Wycombe

Job Reports to: Shop Manager

Direct Reports: There is no responsibility for line managing staff, but the Shop Supervisor will work as part of a team, supervising and supporting a team of staff and volunteers.

Salary: £20,601.17 (£12.35 per hour)

Hours: 4 days a week (32 hours). This role does involve weekend and late-night openings working on a rota basis.

Location: High Wycombe

Job Purpose:

To work with the Shop Manager, staff 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 Shop Manager or Assistant Manager's absence, assume full responsibility for all aspects of managing the shop, and at all times positively promote and support the aims of the charity. Working alongside the Shop Manager and as part of the FNHC Retail team, respond to the requirements of the FNHC Retail operation in order to maximise profitability and the smooth running of the shop.

About Florence Nightingale Hospice Charity

Florence Nightingale Hospice Charity commits to funding over £1.5m a year to provide high quality hospice care for people living in Buckinghamshire and its borders.

Florence Nightingale Hospice Charity's (FNHC) vision is to support the best hospice care for local people in Buckinghamshire and bordering areas. We commission and fund services from the NHS Florence Nightingale Hospice (FNH), which operates from its buildings at Stoke Mandeville Hospital, Butterfly House and in the local community.

Key Accountabilities

- ✿ To support the Shop Manager, Assistant Manager and a team of volunteers to deliver an excellent retail offer for the local community.
- ✿ Work 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 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 donations with gratitude and appreciation, ensuring that Gift Aid is promoted and that Gift Aid donated 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 FNHC 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 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 retail 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 including waste and recycling on a daily basis. You are likely to spend 75% of your time moving large quantities of stock (receiving donations from customers, processing donations, carrying stock to replenish the shop floor, and moving recycling). Please note this site is over two floors.
- ☀ 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 – 5% ER contribution (with an option to increase to 6%)
- ☀ 217.5 hours annual leave
- ☀ Generous company sick pay allowance
- ☀ Enhanced maternity/paternity/adoption leave
- ☀ Access to Smart Health services (including access to 24/7 Online GP)
- ☀ Employee Assistance Programme (including counselling)
- ☀ Life assurance policy equivalent to 3x salary
- ☀ Membership of the Blue Light Scheme, offering a wide range of discounts

Other details

- ☀ **Closing date:** Monday 9th February 2026. Although candidates are encouraged to apply promptly as we will withdraw the advert when we have sufficient suitable candidates to shortlist for interview.