



Job Title: Retail Supervisor

Organisation: Community Furniture Project (CFP) Basingstoke, a project of the Newbury Community Resource Centre Limited (NCRC)

Location: Joule Road, Basingstoke, RG21 6XH

Hours: 36 hours a week, including alternate Saturday working

Salary & benefits: up to £28,513 depending on experience; 25 days annual leave plus bank holidays

Contract: This is a full-time permanent position

Organisation:

NCRC is a charity (Charity Number 1082243) working to support families and individuals in the local community who are in need by reason of their youth, infirmity or disablement, poverty or social & economic circumstances.

The CFP Basingstoke is one of NCRC's projects and supports these objectives by running a furniture & household goods reuse service which allows people to donate items knowing that they will be put to good use in helping others to improve their living conditions and benefiting the most vulnerable members of our local community. The project also provides supported volunteering opportunities and accredited training to adults with learning disabilities, physical disabilities and/or mental health issues, young people at risk of exclusion from education and youth offenders.

Job Purpose:

The Retail Supervisor plays a key role in supporting the day-to-day operations of the CFP Basingstoke shop. This role involves supervising a diverse team of volunteers and supported volunteers, ensuring a welcoming and efficient retail environment, and occasionally assisting with furniture collections and deliveries by driving the 3.5 tonne project van.

Accountability:

The Retail Supervisor reports to the Project Manager, or Assistant Project Manager when the Project Manager is absent.



Key Responsibilities:

- Supervise and support volunteers and supported volunteers, providing guidance, encouragement, and training where needed and ensuring their work is carried out safely and effectively, in line with NCRC's policies.
- Assist in the daily running of the retail space, ensuring high standards of customer service.
- Be responsible for the display, pricing, and merchandising of donated furniture and household items.
- Support stock control, including receiving, sorting, pricing and preparing donations for sale.
- Operate the EPOS till and handle transactions accurately and in line with NCRC's policies.
- Maintain a clean, safe, and organised shop environment and comply with all relevant regulations and policies, such as Health & Safety regulations, Trading Standards and Environmental regulations.
- Ensure all the shop activities are carried out with minimal environmental impact.

Other duties

- Drive the 3.5 tonne project van when required to assist with the collection and delivery of furniture.
- Drive a minibus when required to transport supported volunteers.
- Undertake any other relevant duties as requested by the Project Manager, Assistant Project Manager or Chief Executive.

Additional Information:

- This role includes alternate Saturday working.
- Training will be provided.
- This is a hands-on role in a busy and rewarding community-focused environment.