



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 £26,311 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.



Person Specification

Essential Qualities & Experience

- Personable and with experience of working with people from a wide range of backgrounds, including vulnerable young people and adults.
- Strong communication skills, both face to face and by telephone.
- A positive and supportive approach to supervising volunteers and supported volunteers.
- Good organisational skills and attention to detail.
- Able to work independently and as part of a team.
- A positive attitude and a willingness to learn new skills and adapt to the needs of the organisation.
- Digitally literate and competent in Microsoft Office suite.
- Able to engage in sustained manual handling activities.
- A current full UK driving licence and a willingness to drive a 3.5 tonne vehicle on occasion.
- A current Health & Safety qualification, or a willingness to obtain.
- A current First Aid at Work qualification, or a willingness to obtain.
- A keen interest in the not-for-profit sector and a commitment to improving people's lives.

Desirable Qualities & Experience

- Experience of working or volunteering in a retail setting, ideally in a supervisor position.
- Experience of operating an EPOS system.
- A UK D1 (minibus) licence, or a willingness to obtain.