

THE SPITALFIELDS CRYPT TRUST

Job Specifications

Job Title	Community Shop Supervisor
Responsible to	Community Shop Assistant Manager and Community Shop Manager
Purpose	To provide assistance to the Community Shop Assistant Manager and Community Shop Manager in the successful running of the Charity shop.
Salary	circa £22,700.00
Additional benefits	BUPA Employee Assistance Programme BUPA Wellbeing plan Cycle to work scheme Season ticket loan 25 days annual leave (rising to 30 with length of service) plus bank holidays (pro rata on basis of 35 pw full time equivalent) Contributory Pension Scheme with employer contributions of 5% Training and development opportunities
Hours	35 hours per week
Location	SCT Charity Shops within East London

INTRODUCTION

Spitalfields Crypt Trust (SCT) is an East London charity embedded in the local community, providing practical help, support and training to people affected by homelessness or suffering from addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide a Recovery Hub (including an abstinence-based residential recovery facility, an addictions counselling programme and a Training & Development Programme), supported houses, a Housing First service, community support, charity shops and two social enterprises supporting people in recovery from addictions to rebuild their lives. Our integrative approach is based on the concept of 'Recovery Capital', a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

With a **new corporate strategy** and ambitious plans to develop a new brand, new services, and a new innovative approach to charity retail and building links with the community, it's an exciting time to join SCT.

We seek to recruit people with a good combination of **talent, skills and potential, promoting equality for all**, and welcome applications from a wide range of candidates. We select candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of SCT.

Role and responsibilities

We are recruiting for a Community Shop Supervisor to join our diverse and engaged team in our shop.

It's a great opportunity to deliver positive social impact in the local community and contribute to funding the vital work of SCT. As Shop Supervisor, you will be responsible for maintaining high standards on our shop floor, supporting volunteers to provide excellent customer service. As well as involvement in stock selection, pricing and merchandising. A key part of the role will be to engage the shop within the local community with the onboarding of new volunteers.

To be successful in this role you will have retail experience or experience of working within a busy environment. Experience of providing a high standard of customer service and will have the ability to deal effectively with conflicting priorities.

You will have strong administrative skills including using all Microsoft packages, be solution focused, resilient, have a high level of attention to detail and excellent organisation and prioritisation skills with the ability to successfully manage a busy and diverse workload.

The successful candidate will have excellent interpersonal skills and the ability to deal with challenging situations and individuals with a range of needs.

Your duties will include the following in order to assist the Assistant Shop Manager and Shop Manager:

- To achieve maximum sales at all times.
- To ensure that a high standard of service to customers is maintained at all times.
- To maintain a high standard of display both in the shop and in the windows.
- To ensure that the shop is clean and tidy at all times.
- To ensure merchandise is clearly ticketed, sized and priced.
- In consultation with the Shop Manager and Assistant Shop Manager, arrange shop fittings to make the best use of space and to maximise sales.
- To rotate stock so that no garment remains on the rails for longer than the specified rotation period.
- To open and close the shop as specified by the Shop Manager.
- To recruit and train volunteers to ensure they are able to perform tasks efficiently and effectively.
- To complete all paperwork correctly and promptly.
- To reconcile each day's takings, keeping a clear and accurate record and pass them onto the Administrator for banking.
- To control all shop expenses within the budget agreed with the Shop Manager.
- To ensure adequate stocks of necessary supplies are available by ordering on a regular basis.
- To ensure that all sales are correctly recorded.
- To ensure all money is kept secure.
- To keep valuable donations in a secure place.
- To be flexible when tasks not covered by the job description have to be undertaken.
- To comply and follow SCT policies and procedures.
- To be willing to cover at other shops when, and if, necessary.
- To keep stock rooms clean and tidy.

Person Specification

Skills and Knowledge

- Good literacy and numeric skills#

- Good team working and interpersonal skills
- Good verbal and communication skills
- Flexible approach to work with the ability to co-operate with other members of staff.

Experience

- Retail experience
- Experience of working with donated goods
- Charity shop background
- Working with and recruiting volunteers