



1. Job Title	Shop and Post Office Supervisor	2. Job Description Date	September 2024
3. Department/Team	Public Engagement	4. Reports to	Retail Manager
5. Context			
<p>The Royal Hospital Chelsea is a historic institution providing sheltered accommodation (Long Wards) and full nursing care where necessary (the Margaret Thatcher Infirmary) for some 300 retired soldiers, known as In-Pensioners. It ensures Army veterans are provided with the support and comradeship they need in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow.</p> <p>The role holder is expected to lead by example in demonstrating the Royal Hospital Values:</p> <ul style="list-style-type: none"> • Nurture Belonging – unite through comradeship. • Respect Individuals – listen and act. • Encourage Pride – commit to high standards. • Enjoy Life – make people smile. <p>All roles within the Royal Hospital Chelsea (RHC) have an integral part to play in contributing to the achievement of the Hospital's Strategy and Vision.</p>			
6. Role Purpose:			
<p>The purpose of this role is to be responsible for the day to day running of the Post Office at the Soane Stable Yard and to supervise the running of the onsite shop and online shop. The role encompasses driving high levels of customer service, sales and visual merchandising, team management and overseeing inventory management and management of the online shop in the absence of the Retail Manager.</p>			
7. Principal Accountabilities: 8-10 outcomes			
<p>Principal Tasks</p> <p>Post Office</p> <ul style="list-style-type: none"> • Operating the Post Office Horizon automated system and maintain compliance with all Post Office protocol and procedures. • Process a wide range of transactions and balance both monies and stock with a high degree of accuracy. • Provide advice to customers to ensure that they select the right product that meets the needs of the customer. • Provide guidance and training to other members of the Retail Team who provide cover for the Post Office counter. <p>Shop Supervisor</p> <ul style="list-style-type: none"> • Ensure the shop and Post Office counters are sufficiently staffed during all opening times with support from In Pensioners and Volunteers. • Be responsible for the supervision of the Retail Assistant, In Pensioners and volunteers to ensure consistency of approach in delivering high standards of customer service. • Support team training on operational procedures for using the EPOS till for retail sales and booking tours and events. 			



- Ensure any discrepancies in cash or card payments are investigated promptly.
- Ensure the shop is sufficiently stocked at all times and visual merchandising and housekeeping standards are adhered to.
- Support the receiving and storage of deliveries, receive stock accurately onto EPOS system.
- Carry out accurate stocktakes when required.
- Support the Retail Manager and direct volunteers in the fulfilment of online sales.
- Assist with 'Pop Up' shop opportunities across the site during Events (e.g. Chelsea Flower Show) and at Outreach events.
- Ensure the shop is run safely and Health & Safety policies and procedures are adhered to.

8. Leadership expectations

The role holder is expected to:

- Demonstrate a strong commitment to the mission, aims, and values of the RHC.
- Maintain the highest standards of ethical and personal practice, ensuring that the wishes and rights of the Chelsea Pensioners are always fully understood and protected.
- Uphold and promote RHC's values (Enjoy Life; Nurture Belonging; Respect Individuals; Encourage Pride) and policies.
- Support other members of the team during busy periods.

9. Skills Knowledge and Experience

Essential Skills

- Teamworking and motivational supervisory skills
- Understands and respects everybody's contribution to the success of the Soane Stable Yard and able to proactively help and support fellow team members, sharing your knowledge and ideas.
- Ability to prioritise, multi-task and delegate
- Excellent customer service skills
- Knowledge of using relevant IT tools, including Post Office Horizon, EPOS and ticketing systems
- Computer literate, with a working knowledge of Microsoft Office (Word, Excel, Outlook)
- Numerate

Desirable Skills

- Fully conversant with all Post Office procedures (Training will be provided where required)
- Knowledge of using online shop platforms

Knowledge and Experience

Essential

- At least 3 years retail experience



- Experience supervising a team
- Desirable
- Demonstrate an excellent knowledge across the Post Office range of products offered at RHC and keep yourself updated with any product changes. (Training will be provide where required).
 - Experience of working within the heritage or museum sector, or other visitor attraction
 - Experience of working with volunteers

- Competences**
- Ability to maintain high levels of customer service
 - Organised and able to work on own initiative
 - Excellent attention to detail
 - Ability to work calmly under pressure
 - Both self-motivated and a team player

Qualifications:

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10. Agreement: I have reviewed this Job Description and confirm it accurately reflects the role.

Line Manager..... **Date**

Employee..... **Date**

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.