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| Job title: | Shop Supervisor |
| Department: | Innovation and Enterprise |
| Reporting to: | Shop Manager |
| Salary: | £26,700 per annum |
| Hours: | 40 per week |
| Location: | Based at Shop from Crisis, Hackney |
| Contract type: | Permanent |

Aim and influence

- Achieve sales and profit targets through the effective support of the Shop Manager and Assistant Shop Manager of Shop from Crisis

Financial and supervisory responsibility

- This position shares supervisory responsibilities for the Shop as delegated by the Shop Manager
- Deputise for the Shop Manager and Assistant Shop Manager as required
- Delegated financial responsibility including daily cashing up for the shop as instructed by the Shop Manager
- Support Shop Manager and Assistant Shop Manager with recruitment and supervision of volunteers

Other key details

- A monthly rotation of a five-day working pattern, including weekends and bank holidays
- Flexibility required where reasonable and appropriate to accommodate short notice alterations to working pattern
- Occasional travel to team meetings, training events etc which could include throughout the UK and overnight stays, for which time off in lieu will be given in accordance with Crisis' TOIL policy
- A satisfactory Basic Disclosure from the Disclosure Barring Service is required for this role





Organisational chart



Please note structure is subject to change

Job responsibilities

- Maximise sales opportunities to assist in achieving sales targets by:
 - Providing effective, motivational leadership to volunteers at all times
 - Maintain engaging and professional customer service
 - Maintain shop floor standards
 - Effective communication and promotion of the Shop from Crisis brand
 - Assist the Shop Manager and Assistant Shop Manager to sort, prepare, price and load stock to the shop floor
 - Assist the Shop Manager and Assistant Shop Manager ensure shop floor is well stocked and effectively merchandised at all times
 - Assist the Shop Manager and Assistant Shop Manager ensure stock is valued appropriately to maximise sales and profit
- Perform occasional shop management tasks required by the Shop Manager e.g. induction of new volunteers.
- Assist in the production of materials needed for social media
- Adhere to loss prevention policies and procedures



- Support the delivery of the Shop from Crisis Retail and Customer Service accredited training program
- Ensure adherence to Health and Safety procedures including storage, preparation and handling, cleaning, service and waste management
- Supervise, train and support volunteers, delegating appropriate tasks which are considerate of individual abilities
- Train and supervise volunteers on tills, mitigate and correct errors to ensure accuracy
- Promote customer engagement to inform them of the shops aim as both social enterprise and fundraising opportunity for Crisis
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Experience of charity retail - including stock evaluation, stock rotation and volunteer supervision. Where this is not present, candidates should show a willingness to develop in this area
- 2 **Ability to meet** customer needs and be able to continually improve services to make sure customers receive an excellent service
- 3 Ability to work under own initiative, collaboratively with others and as part of a team in a dynamic environment





- 4 Good verbal skills with the ability to communicate effectively with a range of people including customers, suppliers, colleagues, volunteers, members and the local community
- 5 Knowledge of and ability to comply with safeguarding procedures
- 6 Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- 7 Experience of supervising volunteers
- 8 Experience of working with vulnerable people
- 9 Knowledge of how to engage audiences using social media

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.





Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team at jobs@crisis.org.uk. It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.





Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview, we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Talent Acquisition team jobs@crisis.org.uk for support.

