

CRACKINGTON VILLAGE SHOP LTD

JOB DESCRIPTION COMMUNITY SHOP SUPERVISOR

Job Title	Community Shop Supervisor - Crackington Village Shop
Location	Community Shop, Rear of Institute, Crackington Haven EX23 0JL
Overall job Objectives	<p>Responsible for orders, stock levels and display.</p> <p>Ensure the shop meets customer needs and creates customer satisfaction.</p> <p>Supervise and train the volunteer team and rota to ensure the shop is adequately staffed at all times in conjunction with the Management Committee.</p> <p>Supervise Volunteers in all aspects of the shop, including customer service, product range, and stock levels.</p> <p>Ensure good relations with volunteers through good communication, and volunteer training.</p>

Hours of work Negotiable 10 to 20 hours per week as and when required including weekend, and bank holiday openings if needed at £9.80 per hour

Line responsibilities Part of a team of supervisors, working together through effective communication
The Shop Supervisor's direct line manager is the Chair of the Management Committee and assists with the direct supervision of volunteers working in the shop.

Main tasks and Responsibilities

Customer Satisfaction

Ensure the products and services provided by the shop meet customer requirements by:

- Fostering a culture of friendly and helpful customer service and responsiveness
- Working with the Management Committee, to ensure the product range is refreshed, responds to customer needs and is in line with Crackington Village Shop Ltd policy.
- Enhancing promotions using Facebook etc for day to day offers.

Shop Management

Ensure the smooth running of the shop by performing or assisting with the following tasks:

- Ordering of stock, and delivery arrangements and collections, in a timely manner.
- Ensuring invoices from suppliers are checked against stock records and any price increases, weight changes and information on buying size are entered on to stock records, in a timely manner filing paperwork accordingly for bookkeeping.
- Assist the Management Committee to present displays
- Taking responsibility for shop opening and closing hours as agreed with the Management Committee.

Volunteer Supervision

Ensure good relations with and supervision of volunteers through:

- Assisting the Management Committee with recruitment of volunteers in line with good practice ensuring best use of their skills in regard to activities required in support of the shop and its services.
- Communicating effectively and regularly to keep volunteers informed, via notice boards and one-to-one discussions.
- Providing training of Volunteers on the key aspects of the job and on relevant day to day legislative requirements.
- Assist the Management Committee by providing regular support, supervision and monitoring of volunteer performance.
- Maintaining the volunteer rota.

Financial

Responsibilities include performing or assisting with:

- Checking supplier invoices and non-product purchases ensuring records and systems are maintained to reflect correct costs and sale prices.
- Cashing up
- Ensuring all stock is rotated in line with 'use by' and 'best before' dates, and those past their dates monitored and reduced or discarded as appropriate.
- Monitoring and notifying the Management Committee of any changes in demand or overstocking resulting in over-run of 'use by' or 'best before' dates enabling the adjusting of orders as necessary to minimise waste.
- Ensuring all goods are priced in accordance with the pricing policies agreed with the Management Committee and these prices are clearly displayed.
- Assisting with the supervision of stocktaking at agreed intervals.

Any other duties commensurate with the needs of the service not listed and specific general duties as follows:

- Ensure all Health and Safety at work, Food and Licensing legislation requirements are met.
- All equipment is regularly monitored and maintained.
- Ensure the day-to-day security of staff/volunteers and building.
- Ensure shop cleaning, maintenance, is up to date.

Current rate of pay as at April 2022 - £9.80 per hour