

Volunteer Shop Supervisor Role Description

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| Department: Retail & Business | Location: Hospice Retail outlets |
| Responsible to: Shop Manager | Vol Type: Standard |
| Length of role: Long term | Context: Public |

Frequency: A minimum of one ½ day shift per week

Outline of Role

This rewarding role offers the opportunity to support and lead the day-to-day running of a hospice retail shop. The Retail Volunteer Supervisor plays a key role in ensuring the shop operates smoothly, safely, and efficiently, while delivering an excellent customer experience.

You will support the Shop Manager by supervising volunteers, overseeing shop operations, and taking responsibility for running the shop independently when required in the manager's absence.

Key Responsibilities

Shop Operations & Supervision

- Act as a key holder for the shop.
- Open and close the shop when required, ensuring all security procedures are followed (alarms, doors, windows).
- Take responsibility for the smooth day-to-day operation of the shop in the absence of the Shop Manager.
- Ensure the shop is clean, safe, tidy, and welcoming at all times.
- Read and action communications from the Shop Manager.

Customer Service

- Greet, assist, and serve customers in a polite, friendly, and professional manner.
- Deliver an excellent shopping experience in a warm and welcoming environment.
- Promote the work of the hospice and in-store campaigns (e.g. Lottery, fundraising initiatives).

Volunteer Support

- Support, guide, and coordinate volunteers during shifts.
- Act as a point of contact for volunteer queries or concerns.
- Ensure effective communication with the Shop Manager regarding any volunteer issues or opportunities.
- Encourage teamwork and a positive working environment.
- Supervision of volunteers under the age of 18 years when manager is absent.

Stock & Merchandising

- Assist with sorting, sizing, pricing, and displaying donated stock.
- Ensure stock is replenished and displayed attractively.
- Contribute to visual merchandising, including window displays following the Shop Standards Framework.
- Maintain high standards of presentation throughout the shop.

Cash Handling & Administration

- Operate the till, processing cash and card payments accurately.
- Follow Gift Aid procedures where applicable.

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- Cash up daily takings in line with procedures.
- Adhere to all financial and operational guidelines.

Health, Safety & Emergency Procedures

- Follow all health and safety procedures and local requirements.
- Act appropriately in emergencies, including contacting emergency services if required.
- Follow first aid and incident reporting procedures.
- Liaise with designated contacts in emergency situations.

Skills and Experience Required:

While previous retail or customer service experience is desirable, it is not essential. We are looking for individuals who can demonstrate:

- Strong communication and interpersonal skills.
- A friendly, approachable, and customer-focused attitude.
- Confidence with numbers and handling cash (training provided).
- Ability to work independently and use initiative.
- Willingness to follow procedures and seek guidance when needed.
- Good timekeeping and reliability.
- Ability to work well as part of a team.

Personal Qualities Required:

- Polite, friendly, and engaging with a wide range of people
- Presentable and professional appearance
- Positive attitude and team-focused approach
- Reliable and responsible
- Open to learning new skills and developing within the role

Induction and Training Requirements:

Statutory and Mandatory Training*

| Training Module | Method | Renewal Frequency |
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| Volunteer Welcome Session | In-person session | One off |
| Retail Shop Induction & Training for Volunteer Shop Supervisor: <ul style="list-style-type: none"> • Health & Safety • Diversity, Equality & Inclusion • Confidentiality & Data Security • Safeguarding • Local Shop Training <ul style="list-style-type: none"> - Key holder duties - Use of till - Gift aid - Stock management, - Lottery scratch cards - Customer service - Managing donations | In-person induction with some e-learning | Refresher training every 3 years or as updates implemented |

**We anticipate training will take between 3-5 hours. Support is available for if you do not have access to a computer or if you would like assistance in to complete training. Please contact the Voluntary Services team for more information.*

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Additional Requirements:

Safeguarding for Volunteers (Handbook)
ID Badge

Departmental support:

You will receive ongoing support from your Shop Manager and may also be required to attend occasional team meetings.

DBS Requirement:

This role requires an Enhanced with Child Barring DBS check.

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| Read and agreed by (print volunteer name) | |
| Signature | |
| Date | |