



MARKETING – RETAIL

Job Title:	Sunday Supervisor
Reporting to:	Store Manager
Responsible for:	NA
Location:	Dogs Trust Charity Shop
Job Grade:	F

Job Purpose:

To assist the Store Manager in maximising the profits made for the charitable work of Dogs Trust by supporting the management of a team of paid staff; recruiting and motivating a team of volunteers as well as managing the shop premises and administration and deputising in the Store Manager's absence.

About the Department and role:

Dogs Trust operate an expanding chain of charity shops which generate funds to support the charitable activities of Dog Trust. The shops also act as a signpost to the Re-Homing Centres and are important in growing the brand recognition of Dogs Trust.

The Sunday Supervisor role is to support the management of a Dogs Trust shop, specifically on a Sunday, ensuring efficient and effective management of staff, premises and stock to provide a high-quality retail offer in relation to agreed performance targets. To ensure all appropriate standards of security, including financial, and Health & Safety are met.

Key Job responsibilities	Approx. percentage of time*
Business Focus	
Commercial Acumen	
To support the Store Manager in maximising shop profit through achieving/exceeding budgeted sales targets.	
To support the Store Manager in effective control of shop controllable costs in line with budget.	
To support the Store Manager to ensure accurate completion of weekly reporting requirements.	
Stock Management & Visual Merchandising	
To support the Store Manager to maintain high levels of shop presentation through merchandising and housekeeping to agreed standards.	
To support the Store Manager to utilize commercial decision making to drive best use of space available.	
To support the Store Manager in ensuring the accurate pricing of items for sale according to guidelines.	

To support the Store Manager to manage stock process to ensure correct density levels, stock processing to agreed amounts and stock rotation system so that stock moves quickly as per guidelines.	
To support the Store Manager to promote seasonally appropriate merchandise.	
To support the Store Manager in proactive stock generation.	
Marketing	
To support the Store Manager to use appropriate forms of advertising to request stock.	
To support the Store Manager to promote the work of Dogs Trust at all times.	
To support the Store Manager to promote the store in the local community and social media.	
Personal Effectiveness	
To be an effective leader when deputising for the Store Manager.	
Problem solving through finding effective solutions to problems.	
Managing change successfully.	
Effective time management.	
Meeting deadlines.	
To have ownership of your personal development.	
Relationship Management	
Communication	
To effectively and clearly communicate in a professional manner with all stakeholders in the business. This includes email, in person and telephone.	
Updating colleagues on business performance, new initiatives and other pertinent issues	
Attendance at relevant meetings with management and responsible for cascading information to team as appropriate.	
Volunteers	
To support the Store Manager in preparing a robust plan around the recruitment, training and retention of volunteers.	
To support the Store Manager in developing and maintaining a volunteer rota to ensure sufficient cover for the shop.	
To support the Store Manager in leading and developing the volunteer team in the shop encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings.	
Customer Service	
To support the Store Manager in delivering market leading customer service at all times.	
To support the Store Manager in dealing with and resolving customer complaints in a timely and professional manner.	
To support the Store Manager in ensuring all volunteers maintain a high standard of customer care.	
Critical Thinking	
Ability to make business critical decisions based on analysis of sales data.	
To have an awareness of local and national market trends.	
To have a strong sense of competitive spirit and desire to be the best.	
To have a strategic vision for your store.	
Operational Effectiveness	
Premises Management	
To support the Store Manager in ensuring all shop equipment and facilities are in good working order.	
To support the Store Manager in escalating necessary repairs and maintenance.	
To deputise in the absence of the Store Manager, assuming full responsibility for all operational areas of the store, including Health & Safety & financial security.	

Security
To support the Store Manager in following procedures to minimise stock loss of both donated product and bought in goods.
To support the Store Manager in ensuring that all cash handling and banking procedures are followed.
Health & Safety
To support the Store Manager in ensuring that all staff and volunteers are aware of and adhere to Health and Safety procedures.
To support the Store Manager in the management and compliance of all Health and Safety policies and procedures.
Additional Tasks
There is a requirement to fulfil any other agreed duties that may at times be reasonably required that meets the needs of the business.

*For guidance only. This is averaged out over the year.

Other key areas of activity:
Management of Resources: All employees are responsible for managing their own time and resources.
Financial Responsibility:
Store Sales Budget if deputising Store Profit Budget if deputising Controllable Costs on Shop P&L if deputising Petty Cash Expenditure if deputising Financial Security if deputising
Management of people
NA unless deputising
Volunteers- Numbers are site specific External Contractors & Site Visitors
Health and Safety: All individual employees have a duty of care of their own health and safety and that of others who may be affected by your actions.
To support the Store Manager in responsibility for the Health & Safety of all the staff and volunteers working on their premises, members of the public and any external contractors.
Data Protection: All staff are responsible for ensuring they understand and apply the rules and policy for data management.
To support the Store Manager in responsibility for the accurate processing and storage of data and compliance with the General Data Protection Regulation guidelines issued from Head Office.
Major internal and external relationships:
Field Management and internal support departments and services. Rehoming Centres.

Person specification: Note 15	A	I	E
Educational qualification, skills, experience and behaviours			
A good standard of basic education in both written English and Mathematics.	X		
Strong interpersonal skills with an ability to communicate effectively with a diverse range of people		X	X
Excellent communication skills, both written and verbal	X	X	X
Ability to recognise stock potential to generate income		X	
Good administrative and organisational skills	X		
Good working knowledge of IT and Microsoft Office applications	X		
Experience of cash handling and record keeping	X		
Ability to merchandise donated stock to its best advantage		X	

An interest in fashion		X	
Ability to train, motivate and lead a team	X	X	
Ability to analyse information and make clear commercial decisions	X	X	
Ability to work under pressure in a fast paced environment	X	X	
Significant retail experience preferably, but not essentially, within the charity retail sector	X	X	
Excellent customer service skills	X	X	
Revised: Month/Year of revision			

When assessment will take place: A= Application; I = Interview; E = Written Exercise/Practical Task

Please add a simple organisation chart for the team/department. *Note 17*

The duties in this job description may change from time to time following a review and in discussion between the post holder and Line Manager / Director.