

JOB DESCRIPTION

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| JOB TITLE: | Home & Furniture Store Supervisor |
| RESPONSIBLE TO: | Home & Furniture Store Assistant Manager |
| HOURS: | 16 hours a week to include weekends |
| SALARY: | £9.20 per hour |

JOB PURPOSE:

The main purpose of the Home & Furniture store, and those who work in it, is to generate income that can help fund the services provided by Age UK Milton Keynes for older people in and around Milton Keynes.

The role of the Supervisor is to open and close the store, to ensure all daily compliance checks are done and till is cashed up at the end of the day in the absence of the Manager and Assistant Manager.

To ensure that all activities are carried out in harmony with Age UK Milton Keynes' mission and the core values of the charity.

KEY DUTIES & RESPONSIBILITIES

- Open the store and do all daily compliance checks
- Cash up the till, ensure cash is either banked or placed in the safe.
- Closed the store and ensure all is locked up at the end of the day
- Help customers and generate sales on the shop floor.
- Ensure the sales areas are kept clean, well stocked and well presented.
- Take delivery of donated items and decide which to accept and which to decline.
- Assist customers collecting goods or delivering donations.

Other responsibilities

- To ensure that Age UK Milton Keynes' image and reputation are maintained by treating customers, donors and their property with courtesy and respect.
- To ensure that all duties are performed in compliance with Age UK Milton Keynes' Health and Safety policies and procedures.
- To be aware of the health and safety and welfare of staff, volunteers and the public and to ensure, as far as possible, that all work is carried out as safely as possible.
- This role is a key holders with key holder responsibilities including unlocking the building and ensuring premises are secure after trading hours.
- To carry out other tasks within Age UK Milton Keynes that may be required and that are within the post holder's capabilities.

Customer Service responsibilities

- Ensure that the Home & Furniture Store retains customers and attracts new ones by adopting a customer-focused approach and adhering to Age UK Milton Keynes' customer service standards.

- To ensure that staff and volunteers provide a high standard of customer service to both customers and donors.

PERSONAL SPECIFICATION

Essential

- Absolute integrity.
- Retail sales experience and understanding of shop floor selling
- Thorough understanding of customer service and the role it has to play in enhancing a business.
- Experience in a managerial or supervisory role in a customer facing role in a retail environment.
- Good customer and staff communication skills and the ability to negotiate.
- Pleasant and helpful disposition.
- Numerate.
- Ability to move and handle furniture.
- Good organisational skills.
- Flexibility over working hours and the ability to work at weekends.

Desirable

- Knowledge of the value of second hand goods.
- Knowledge of Health & Safety law and trading legislation.

SPECIAL FEATURES:

- To undertake other tasks within Age UK Milton Keynes as may be required from time to time
- Flexible working hours that will include working some Saturdays, Sundays and Bank Holiday when required.

Probation 6 months

Equal Opportunities & Wellbeing

We encourage every one of our Employees to be who they are in a role they feel at home in, and we actively prohibit discrimination and harassment of any kind based on race, colour, sex, religion, sexual orientation, national origin, disability, or any other protected characteristic.

It's important to us to make sure that we don't just look for new talent to 'fit in' with our culture, but instead, we look for incredible talented colleagues to 'add' to our wonderful culture.