

Job Description

Job Title	Retail Relief Supervisor
Job Purpose	<p>The retail relief supervisor will be responsible for the effective operation of one of our shops in the absence of the main manager. They will give support to shops when needed.</p> <ul style="list-style-type: none"> Managing the day to day running of one of our shops Optimising sales when working in our shops Maintaining effective stock management and merchandising Managing and training volunteers Carrying out shop administration Comply with all charity, H&S policies
Responsible to	Retail Area Manager- who will provide support and supervision at agreed intervals
Working with	Retail group staff and volunteers
Responsible for	All shops within our retail group within South Lakeland
Hours and salary	<p>5 Days over 7 (Mon – Sun) 35 hours per week £20,253</p> <p>Plus travel allowances (own car essential for this role)</p>
Location	Various locations throughout South Lakeland.

Tasks and responsibilities

Role of Retail Relief Supervisor

1. To take day to day responsibility for managing one of our shops when the main shop manager is absent.
- 2 To brief the Retail Area Manager at regular agreed intervals on performance and progress of the shop if covering for a longer period than two weeks.
3. Maintain awareness of the work that Age UK South Lakeland is doing within the community.
4. Maintain and develop good relationships with local communities and organisations.
5. Assist the Retail Area Manager when required

Optimising Sales

1. To ensure that the shop meets sales targets set by the Head of Retail
2. To assist marketing campaigns and sales promotions to increase sales.
3. To ensure that the shop is competing effectively with local competitors.
4. To ensure that staff and volunteers maintain a high standard of customer care.
5. To apply company display, merchandise and standard window dressings.

Maintaining Effective Stock Management and Merchandising

1. To ensure that donate goods are dealt with efficiently in stockroom to then go out on the shop floor or recycling.
2. Ensure the window and merchandise is displayed well and within guidelines.
3. To control stock density and rotation.
4. To initiate local stock and sales promotions.

Staff Management and training

1. To manage the store and delegate to others in your absence.
2. Provide training for new and existing staff and volunteers.
3. Recruiting of volunteers.
4. Foster a positive team spirit, communicate sales figures and better ways of working within your team.
5. Attend any training or meetings, as advised by the Retail Manager.

Administration

1. Complete daily/weekly sales returns as requested by the Retail Area Manager
2. Ensure that banking and till procedures are done daily or when required within deadlines.
3. Adhere to all audit procedures set out by the Retail Manager/manuals.