



THE SPITALFIELDS CRYPT TRUST

JOB DESCRIPTION

Post Title	Community Shop Supervisor
Responsible to	Shop Manager
Purpose of Post	Provide Assistance to Management for both online and physical shops
Salary	Grade 1 £20,222 - £20,910 per annum
Hours	35 hours per week
Location	SCT Charity Shops (London)

Introduction:

Spitalfields Crypt Trust (SCT) is an East London charity providing practical help, support and training to people who have been homeless and suffering from addiction. It runs a homeless drop-in, a Recovery Hub (which includes an abstinence-based residential recovery hostel, a Primary Programme and a Continuing Care Programme), supported houses and two social enterprises supporting people in recovery from addictions to put their lives back together. Our integrative approach is based on the 'Recovery Capital' methodology and is a whole-person approach, which takes into account physical, cultural, social, human and spiritual factors and assets.

In employment we actively seek to recruit people with a good combination of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of the organisation. (Sources - Equal Opportunities Policy 2.2 (i) and (v)). SCT is a growing organisation with opportunities for people with good motivational skills and high levels of initiative.

Role and Responsibilities:

We are recruiting for a Shop Supervisor to join our diverse and engaged team in our shop.

It's a great opportunity to deliver positive social impact in the local community and contribute to funding the vital work of SCT.

As Shop Supervisor, you will be responsible for maintaining high standards on our shop floor and online, supporting volunteers to provide excellent customer service. As well as involvement in stock selection, pricing and merchandising in person you will do this for a national audience online.

To be successful in this role you will have retail experience or experience of working within a busy environment. Experience of providing a high standard of customer service and will have the ability to deal effectively with conflicting priorities.

You will have strong administrative skills including using all Microsoft packages, be solution focused, resilient, have a high level of attention to detail and excellent organisation and prioritisation skills with the ability to successfully manage a busy and diverse workload.

The post holder will have excellent interpersonal skills and the ability to deal with challenging situations and individuals with a range of needs.

You will have knowledge of social media and sales platforms such as Instagram & Depop and have a keen eye for fashion trends.

Assisting the Management to achieve the following and using your initiative as necessary.

- To achieve maximum sales at all times.
- To ensure that a high standard of service to customers is maintained at all times.
- To maintain a high standard of presentation both in the shop and online.
- To photograph and accurately list goods for sale online
- To communicate with buyers and donors in a timely and professional manner
- Work with managers to resolve issues and complaints
- Dispatch and post goods
- Process donations and refunds where applicable with guidance from Managers
- To ensure merchandise is clearly ticketed, sized and priced in shops.
- In consultation with the Shop Manager, arrange shop fittings to make the best use of space and to maximise sales ensuring
- To rotate stock so that no garment remains on sale for longer than the specified rotation period.

- To open and close the shop as specified by the Shop Manager.
- To complete all paperwork correctly and promptly.
- To reconcile each day's takings, keeping a clear and accurate record and pass them onto the Administrator for banking in physical shops.
- To control all shop expenses within the budget agreed with the Shop Manager.
- To ensure adequate stocks of necessary supplies are available by ordering on a regular basis.
- To ensure that all sales are correctly recorded.
- To ensure all money is kept secure.
- To keep valuable donations in a secure place.
- To be flexible when tasks not covered by the job description have to be undertaken.
- To comply with guidelines within the staff handbook.
- To be willing to cover at other shops when, and if, necessary.
- To keep stockrooms clean and tidy.

Person Specification

	Essential	Desirable
Skills and Knowledge	<ul style="list-style-type: none"> • Good literacy and numeric skills. • Good team working and interpersonal skills. • Good verbal and communication skills. • Flexible approach to work with the ability to co-operate with other members of staff. 	<ul style="list-style-type: none"> • Understanding of ecommerce.
Experience	<ul style="list-style-type: none"> • Retail Experience 	<ul style="list-style-type: none"> • Experience of working with donated goods • Charity shop background • Working with and recruiting volunteers • Experience of selling online
Cultural Indicators	<p>Delivering Results</p> <ul style="list-style-type: none"> • Delivers great outcomes through our vision and strategy, effectively planning and meeting targets. <p>Continual Improvements</p> <ul style="list-style-type: none"> • Consistently seeks to improve how we do things to achieve and Embraces change and innovation. <p>Effective Communication</p> <ul style="list-style-type: none"> • Communicates clearly, effectively and honestly. Listens to others and adapts communication to suit them. <p>One Team</p> <ul style="list-style-type: none"> • Works with others as one team, actively collaborating to achieve a shared vision. Building relationships across SCT, sharing information and expertise 	