



JOB DESCRIPTION

Job title:	Retail Assistant - Supervisor
Reporting to	Head of Operations and Retail
Responsible for	Shop support staff and volunteers
Office base	Winsford Hub, Road 2, Winsford Industrial Estate (with flexibility to cover other shops)
Hours	37.5 (5 days per week, including weekend work)
Salary	Circa £18,525

Role Overview

At Changing Lives Together (CLT) our vision is to enable people to move forward, to give them confidence and take control of their lives. We prepare people for the workplace and teach them the vital life skills and sense of worth which will energise them to succeed for themselves. We also support individuals and families that make up a “place” to become a community.

We are looking to recruit an adaptable Retail Supervisor who is comfortable working within a challenging and multitask environment.

Guiding the Winsford Hub retail shop to long term success and sustainability, you will be the face of the shop, representing CLT. You will build relationships and maintain professional standards with the sales team and the customers.

As the Retail Supervisor you will be expected to control all aspects of the shop; from sales and profit to training and recruitment.

Enthusiasm, initiative and excellent communication skills are essential in this role to motivate a small team including volunteers and ensure they meet targets, maximize sales and deliver excellent customer service.

If this sounds like the role for you, we look forward to hearing from you!



Main Responsibilities and duties:

Overall, Job Purpose

- Take day to day responsibility for managing the Winsford Hub shop
- Brief the Head of Operations & Retail at regular agreed intervals on progress towards shop targets
- Propose actions for improvements in operations.
- Maintain and develop good channels of communication with colleagues in other CLT shops, as well as the local community and other organisations.
- Contribute to marketing campaigns and sales promotions to increase sales.
- Ensure all staff and volunteers maintain a high standard of customer care.
- Maintain effective stock management & merchandising
- Control pricing in line with company policy and ensure the highest possible resale value of donated stock
- Ensure all items offered for sale meet current legislation and CLT's policies and procedures
- Apply company display, merchandising and window dressing standards.

Staff supervision & training

- Take day to day responsibility for managing and delegating work to the shop staff and volunteers
- Provide adequate supervision for all staff and volunteers in the shop
- Assist with training for all shop staff and volunteers.
- Improve own personal development through relevant training

Administration

- Complete daily/weekly sales returns and brief the Head of Operations & Retail as required.
- Ensure shop costs do not exceed agreed budget.
- Ensure that Data Protection and Information Governance procedures are followed.
- Apply Trading Standards Regulations in the shop and ensure staff are aware of these.
- Apply cash management and security procedures.
- Act to ensure the shop is adequately staffed, setting and maintaining staff/ volunteer rota
- Control and requisition shop supplies.

Changing Lives in Cheshire, Changing Lives in Warrington, Changing Lives in Ellesmere Port & Cheshire Community Development Trust are trading names of Changing Lives Together
Registered office: Unit 12, Road Two, Winsford Industrial Estate, Winsford CW7 3QL
Registered in England & Wales charity 1139983, company limited by guarantee 07400060



Premises management

- Ensure shop housekeeping is to company standard.
- Take day to day responsibility for shop exterior.
- Ensure all shop equipment is kept in good working order
- Act as a responsible key holder
- Ensure the security of shop takings and stock
- Provide best circumstances for the personal security of staff and volunteers.

Usual Accountabilities

- To receive, shop and process data (in whatever form or medium such data takes – e.g. electronic and/ or documented) in a confidential manner and in accordance with the Company's agreed data management policies and accordance with GDPR regulations
- To develop/attend team and organisational meetings
- To have regular supervision and review of targets
- To promote the conduct and ethos of the organisation at all times
- To understand and apply all CLT's policies and procedures at all times in all areas of your employment
- To attend any relevant training to support continued professional development in line with the organisations training policy
- To carry out such relevant and appropriate duties commensurate with the framework of the post and grade that from time to time may be required by management in consultation with the post holder.
- This job description is subject to regular review in accordance with changing organisational needs and consultation.



	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Evidence of skills or qualifications in Maths and English • Current driving license 	<ul style="list-style-type: none"> • Volunteer management / supervisory qualification
Experience	<ul style="list-style-type: none"> • Experience of working with and supporting placements and volunteers • Proven success in a retail environment • Experience of managing people • To be flexible, enthusiastic and able to work on own initiative • To have good leadership, communication and multitasking skills 	
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> • To have good IT skills especially Word and Excel • People-focused approach • Administration and systems skills • Ability to promote and demonstrate anti-discriminatory practice • Excellent communication skills 	
Personal Attributes	<ul style="list-style-type: none"> • Influencing skills • Punctual • Trustworthy • Respectful 	

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Changing Lives Together is committed to supporting people with disabilities and will make reasonable adjustments to these requirements where this enables a disabled person to do the job effectively.

This position will be subject to an DBS check.

Please see www.changing-lives-together.org.uk/job-vacancies to view and complete the application form.

Closing date: TBC

Interviews: TBC

Please return your completed **application form** by email or post to:

Email – hr@changing-lives-together.org.uk marking the header Recruitment Private and Confidential

Post

Private and Confidential (FAO HR)

Changing Lives Together

Unit 12

Rd Two

Winsford

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