**JOB DESCRIPTION**

**Job Title:** Sales Supervisor

**Location:** Banchory

**Hours:** 16 hours per week, with preferred shifts as below:

 Tuesday 10am-4pm: 6 hours

Thursday 1pm-4pm: 3 hours

Friday 10am-1pm: 3 hours

Alternate Saturday 1/2 days (10am-1pm or 1pm-4pm): 1.5 hours

Plus 1 other 2.5 hour shift on Wednesday

**Salary:**  £8.21/hour

**Employer:** Aberdeenshire Voluntary Action (Magpie)

**Reporting to:**  Manager (Magpie)

1. **PURPOSE OF THE ROLE**
	1. To supervise the effective and efficient operation of Magpie Charity Shop.
	2. To promote a positive, safe and supportive environment for customers, staff and volunteers by adhering to Revolve quality standards.
2. **MAIN TASKS & RESPONSIBILITIES**
	1. General
		1. To work in accordance with Magpie/ AVA’s Mission, Vision and Values.
		2. To contribute to the development and implementation of continuous improvement within Magpie, AVA and the wider third sector.
		3. To be an effective member and contributor to the Magpie/ AVA Team
		4. To participate in Magpie/AVA meetings, events & projects, as required.
		5. Any other task or duty, as requested
	2. Magpie – Senior Sales Assistant
		1. To supervise and ensure compliance with Magpie’s Preparation for Re-use procedures
		2. To maximise potential income for Magpie by ensuring that the shop is stocked, clean, tidy and attractive to customers
		3. To supervise compliance with Magpie sales and financial recording procedures
		4. To ensure the highest standard of customer service in person and on the telephone
		5. As required, contribute to growth of Magpie sales via e-bay or other social media
		6. Provide supervision and guidance to Magpie Volunteers and external placements
		7. Supervise staff compliance with Health and Safety policies and instructions
	3. Principle Duties
		1. Assess donated items for suitability
		2. Categorise and price items
		3. Display items and assist customers
		4. Record income and expenditure, recording gift aid where appropriate
		5. Record all stock transactions
		6. Assist in the recruitment of volunteers
		7. Train and supervise volunteer assistants
		8. Assist with publicity and marketing as required.
3.

**Person Specification**

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| --- | --- | --- |
| Factor | **Essential** | **Desirable** |
| Relevant Knowledge | * Retail experience, including till management

 * Staff management experience
* Ability to work on own initiative

 * Good record keeping

 * Good communication skills

  | * Experience of voluntary work/voluntary management committee

 * Experience of pricing goods for sale
* Experience of visual merchandising

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| Qualifications/Attainments | * Simple bookkeeping money management skills

  | * Capacity for developing systems of work
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| Personal Qualities | * Ability to work with a diverse range of people

 * Supervision of volunteers

 * Ability to motivate
* Outgoing
* Confident

   | * Good humour

 * Co-operative

 * Assertive

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| Circumstances | * Some flexibility in working hours – with ability to work on Saturday

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Donation of clothing, books, music, bric-a-brac and other household items are invited from the public. Donated items are checked for suitability and safety. Items are offered for sale to the public or provided free of charge to those who are in need. The post holder will work with volunteers who will assist with sorting, steaming, pricing, stock management and display.