

Job Description

Job Title: Assistant Retail Supervisor (Temporary)
Hours: Flexible hours (0 hour contract)
Location: Cransley Hospice Retail units, 2 Horsemarket, Kettering NN16 0DG
Responsible to: Retail Manager

JOB PURPOSE AND ROLE:

This is a specific role developed to support the organisation in covering the role of the retail Supervisor when both the Retail Manager and Retail Supervisor are unavailable to operate the shop premises. The work will include taking responsibility for opening and closing the shop, managing the volunteers; managing the shop; and the eBay process.

There are no fixed hours for this role and they will be agreed on an ad-hoc basis with the job holder.

PRINCIPAL RESPONSIBILITIES AND DUTIES

- Provide supervisory cover as and when required for the Retail Manager and Retail Supervisor.
- Support our delivery of financial targets and objectives for the CHT retail function.
- Support the management of listings and sales on the CHT eBay shop.
- Post online orders, working with volunteers as appropriate ensuring that items are dispatched within agreed timeframes.
- Ensure online customer enquiries and complaints are responded to within the agreed timeframe.
- Support the Retail manager and Shop Supervisor to manage customer complaints, queries or issues in their absence and escalating them to the Head of Fundraising and Marketing.
- Support the Retail Manager and Shop Supervisor in taking responsibility for the supervision of volunteers undertaking retail roles.
- Ensure the stores are presented well, both in the windows and the interior of the stores.
- Ensure that all communications and Gift Aid claims are managed appropriately, and all retail marketing communications are compliant meeting GDPR, legal requirements.

- Deliver excellent and consistent customer service through our retail functions increasing customer loyalty and repeat business.
- Promote awareness and support of Cransley Hospice Trust and act as an ambassador to help build the brand of Cransley Hospice Trust.
- Undertake and complete all identified training and development opportunities in support of this role.

Additional Information

- Cransley Hospice Trust is passionate about high quality hospice and end of life care being available to all. We are committed to raising funds that will support and develop the delivery of these services for our local community of North Northamptonshire.
- This job description sets out the key tasks and responsibilities and is not intended to be comprehensive. It is essential that it is regarded with a degree of flexibility to meet the changing needs of the organisation and general business need.

