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SHAX, Merrick House, The Crichton,  
Bankend Road, Dumfries DG1 4TA

SHAX is a Scottish Charitable Incorporated Organisation,  
Charity Number SC042940.

## SHOP SUPERVISOR VACANCY JUNE 2021

### **Job Summary**

The post holder will be responsible for the day-to-day running of our town centre shop, working with our staff, volunteers and job placement trainees. Key tasks are to grow sales and promote our services.

### **Base**

The post will be based at our new town centre shop in Dumfries.

### **Accountability**

The post is accountable to the Board of Trustees through the Social Enterprise Manager.

### **Hours and Rate of Pay**

The post is 30 hours per week, Mondays to Saturdays over 5 days.  
The salary is £14,820 per annum (Real Living Wage, £9.50 per hour)  
This is a fixed-term, 1 year post with the possibility of extension.

### **Principle Duties & Responsibilities**

- Meet and greet customers
- Lead our shop team of trainees and volunteers
- Grow sales through effective customer engagement
- Liaise with the Sales & Warehouse Supervisor on stock provision for the shop
- Ensure goods are prepared before going on sale, i.e. that items are clean and fit for sale
- Manage the shop to efficiently merchandise and rotate stock
- Daily cashing up and banking of sales
- Receive donations from members of the public
- Be responsible for the operational adherence to SHAX policies on site, including Health & Safety, Customer Service and Equal Opportunities
- Carry out other duties as reasonably requested by the SHAX Social Enterprise Manager or her deputy

### **Shop Supervisor Person Specification**

#### **Essential Criteria**

- Proven experience of retail sales and customer service at a supervisory level
- Ability to manage day-to-day operations of the shop
- Ability to work without close supervision, be innovative and use own initiative
- Ability to lead and motivate a team of trainees & volunteers with differing capabilities, including some who may be new to the labour market

*SHAX – helping turn a house into a home*



- Good organisational skills
- Must be computer literate

#### **Desirable Criteria**

- Familiarity with the use of social media as a marketing/communications tool

#### **Personal Qualities**

Friendly, outgoing and able to work with people from all backgrounds

Positive role model for our trainees and volunteers

Patient

Flexible in approach

#### **Other Information**

A PVG check is required for this post

A minimum of one relevant work reference is required

#### **How to Apply**

Send your CV and a covering letter stating your experience for this role to:

[joyce.harkness@shax.org.uk](mailto:joyce.harkness@shax.org.uk)

or by post to:

Joyce Harkness

SHAX

Merrick House

Bankend Road, The Crichton

Dumfries

DG1 4TA

Closing date is: **Monday 28<sup>th</sup> June 2021**