



Candidate Pack

Role: Supervisor- H&F



British Heart
Foundation

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Appointment of Supervisor - H&F



Dear Candidate,

Thank you for your interest in our role of Supervisor- H&F at British Heart Foundation (BHF).

It is my privilege to lead the Commercial team for the UK's largest charity retailer.

Our vision is a world where everyone has a healthier heart for longer. A world where fewer hearts stop without warning and more of us can live well for longer with the people we love.

We know achieving this won't be easy. But thanks to decades of discovery and scientific advances – we are more confident than ever.

Together, we believe we can stop the devastation for the millions affected by these conditions. All it takes is passionate people like you standing alongside us and believing in the power of research to create a better, brighter, healthier world for everyone.

When it comes to retail, we are leaders in the sector. We have 650+ shops across the UK. We serve millions of customers each year. We couldn't do it without our people who run a seamless operation, get a kick out of finding brilliant products, and deliver first-rate customer service.

As a Supervisor you will be motivated, proactive and support the management team to drive sales and profitability through excellent customer service, commercial awareness, and effective management of a wide range of donated and new products, while confidently stepping up to run the store when needed. As an ambassador for the BHF, you will work at pace in a fast-moving retail environment, ensuring colleagues deliver high customer service and housekeeping standards while continually building your knowledge of the charity and inspiring others to do the same.

We want an exceptional colleague who exemplifies and champions our values; brave, informed, compassionate and driven. It's an incredibly exciting time to be part of our team. We are more ambitious and determined than ever – because the potential cures and treatments we need are in sight. You could be part of getting us there sooner, so thank you for your interest.

BHF is also proud that we are working towards being a truly diverse organisation, with an Equality, Diversity and Inclusion (EDI) strategy setting out a roadmap of changes with want to see. Our growing commitment to equality, diversity and inclusion spans across our organisation and we pride ourselves on being an inclusive employer who puts diversity at the heart of everything that we do.

So, if you feel you have the skills and experience that we are looking for, and you share our determination to help fund lifesaving research, then we would be delighted to hear from you.

Allison Swaine-Hughes
Retail Director



About us

If you had a heart condition in the early 1960s, your chances of survival were slim. At that time, cardiovascular disease caused more than half of all deaths in the UK, and 7 out of 10 people who had a heart attack in the UK died.

It was clear that something had to change, and fast. So, a group of cardiologists formed British Heart Foundation (BHF) in 1961 and set out to find lifesaving answers through science and provide health information and support to those who need it most.

Since then, research we've funded has been at the forefront of scientific progress across the globe. We've helped transform treatments for heart attack, helped to restart hearts with the development of portable defibrillators and proved that statins can save lives, offering hope to those who desperately need it.

These are incredible achievements and a testament to the passion of the researchers we fund and BHF staff, volunteers, and supporters. Thanks in part to these breakthroughs and many others, the number of people dying from cardiovascular disease each year in the UK has nearly halved since BHF was set up. But our work is far from over.

Despite the strides we've made, cardiovascular disease remains the world's biggest killer. In the UK alone, 1 in 4 of us

die from them. It affects people of all ages and can stop hearts unexpectedly – leaving gaping holes in families and futures in tatters. This is why our research is still needed.

Hearts are precious. We write from them. Sing from them. Follow our dreams with them. And while we understand more about them today than we did seven decades ago, there is still so much left to discover. BHF can't tackle these conditions alone. The only way we can rise to some of the biggest challenges in cardiovascular medicine and save more lives is by continuing to fund scientific research.

Our vision is a world where everyone has a healthier heart for longer. Where fewer hearts stop without warning and more of us can live well with the people we love.

We know achieving this won't be easy. But thanks to decades of discovery and scientific advances, we are more confident than ever. Together, we want to stop the devastation for the millions affected by cardiovascular disease. All it takes is passionate people like you and believing in the power of research to create a better, brighter, healthier world for everyone.

“CPR and heart surgery saved my life when I was six. Research made that happen.”

Jadyn Briggs



Working in retail

British Heart Foundation is the UK's largest charity retailer. Every year, our 650+ shops turn people's donated items into millions of pounds to support lifesaving research. Every sofa donated, every hour volunteered, and every shirt purchased makes a difference.

However, the retail environment is challenging and rapidly changing. Central to our strategy is continuing to innovate - both in our shops and online - to fund research that will keep hearts beating healthier for longer.

In the coming years we will:

- Continue to evolve our shops and store formats, creating unique shopping experiences for people - whether they are looking for a new dining table or a vintage outfit.
- Build on our position as the world's largest charity seller on eBay, while growing the range of products available on our online shops.

- Continue to partner with organisations who share our passion for sustainability and reuse - such as Charles Tyrwhitt, whose donations have raised millions of pounds for our work.
- Embrace new technologies, including artificial intelligence, to improve the profitability of our operations and improve customer experiences.
- Continue to make BHF one of the most rewarding, inclusive and fulfilling retailers for our incredible colleagues and volunteers.

Just like the research we fund the retail environment never stands still. And neither can we, if we're to raise the funds needed to support lifesaving research.



Being a responsible charity

Every year we make further progress to being a more sustainable, fairer and well-governed charity.

We raise money to fund research to find cures and develop treatments for the world's biggest killers. And we are determined to do this in a responsible way.

When it comes to environmental factors, links to cardiovascular disease are clear. Research shows that people living with cardiovascular disease are more likely to be negatively impacted by extreme weather such as intense heat and cold.

We're also committed to making BHF as sustainable as possible throughout its operations. This includes a commitment to reducing avoidable waste, and reducing our carbon footprint with a commitment to be a net zero organisation by 2045, at the latest.

This covers all areas of our activities, from direct emissions, such as the heating we use in our BHF offices and stores, to the much more significant indirect emissions from within our supply chain through to how the research we fund is undertaken.

Our sustainability targets are ambitious and have been designed in accordance with the Greenhouse Gas Protocol and the Science Based Targets Initiative (SBTi). Our roadmap to net zero has six focus areas.

- energy efficient and zero emission buildings
- zero emissions transport
- product sourcing and suppliers
- travel and logistics
- waste and circular economy
- responsible research funding.

BHF remains dedicated to investing our funds responsibly, in line with our mission and values.

Sometimes the research we fund may involve animals; this isn't something we take lightly and you can read more about our commitments in research on our website.



Our strategy

Our strategy sets out how we aim to save and improve lives on a scale more ambitious than ever before.

Our vision is a world where everyone has a healthier heart for longer. We'll get closer to that day by focusing on three goals:

- We will stop heart disease before it starts, by revolutionising how we prevent it
- We will save more lives from heart disease by discovering groundbreaking treatments and cures
- We will support everyone with heart disease to live a longer, healthier life.



Belonging

Our push for equality, diversity and inclusion takes many forms, including how we manage our organisation, and how our research funding helps to tackle health inequalities.

An important starting point is making sure BHF's workforce reflects the general population so we can better represent the experiences and voices of the communities we support. A more diverse, inclusive, and fair BHF will not only improve the quality of what we do, but the impact we have.

The ongoing work of our Health Inequalities and Research Inequalities working groups demonstrate our commitments to improve EDI beyond our own workforce, and into the wider healthcare systems and research ecosystems we work so closely with

We want all of our BHF colleagues to have development and progression opportunities, and to embed a more inclusive culture throughout our organisation. Our EDI strategy sets out our roadmap of the changes we want to see.

We have a number of affinity groups within the organisation. These include spaces for working parents, individuals from different religious, racial, and ethnic backgrounds, members of the LGBTQIA+ community and those with disabilities and long term health conditions. These are designed to be spaces for colleagues to feel connected, included and heard.

Colleagues frequently organise internal events to foster a sense of belonging, often led by one of our Affinity Groups which serve as a focal point for colleagues with shared interests to come together. For example, we enjoyed a fantastic and joy-filled celebration of Diwali at both our London and Birmingham offices.

We want to fund lifesaving research for everyone. We can help to achieve this by welcoming colleagues from all backgrounds to come and be part of our BHF family.



Building an inclusive and supportive environment

We recognise the importance of ensuring BHF offers an environment that allows all our colleagues and volunteers to thrive. Our equality, diversity and inclusion (EDI) strategy, continues to deliver positive improvements to ensure this is the case.

Whilst working at BHF, we actively encourage our colleagues to feel safe to bring their true selves to work. We strive to create a culture where colleagues are inquisitive about diversity and keen to get involved in all activities which make individuality and inclusivity part of what we do every single day.

Improving diversity in research

Making the world a fairer place is an important goal, one that we are proud to contribute to by tackling inequalities in cardiovascular health, improving the diversity of our research workforce, and making BHF a more inclusive place to work.

We want to have achieved greater inclusivity in the funding and the design of research, as well as in the cardiovascular research community. We have focused on collating data that defines our starting point, so we can take the right action to improve diversity.

We've published our first research funding diversity report. The report provided valuable insight that is helping us shape our future actions to address under-representation in our research community.

Staff engagement

Every year we reinforce our EDI commitment through a colleague engagement survey, to help us understand how we can continue to improve.



One of the most important questions is whether BHF has created an environment where people of diverse backgrounds can succeed. Last year, 2023-24, we were at 86% and set a target score of 90% for January 2025 which we are pleased to say we achieved this year!

Enhancing our benefits

We aim to empower and support the health and wellbeing of everyone who works at BHF, and so we continually review our staff benefits to ensure they are fair and attractive both to current and potential employees.

We've recently added a holistic and flexible Support Leave provision for everyone. This provides extra paid time off to support colleagues or others close to them during a life event.

Celebrating Pride

Pride is a chance for us to learn and show support for the LGBTQIA+ community. BHF colleagues have taken part in Pride events across the country since 2018, including Pride marches in Edinburgh, Cardiff, Belfast and London.

Wellbeing

We take immense pride in fostering an environment that prioritises the health, safety, and wellbeing of our employees, volunteers, and customers. Our excellence in health, safety and wellbeing is about cultivating a culture where every individual feels valued and safe.

One of our standout initiatives is the Live Well Work Well project group, which plays a pivotal role in enhancing workplace wellbeing. This group organises a myriad of activities and resources aimed at promoting and supporting mental, physical, social and financial health.

At BHF, we believe that a safe and healthy workplace is the foundation of success. As we continue to innovate and grow, our commitment to health, safety, and wellbeing remains unwavering. Join us and be a part of an organisation that not only values your professional contributions but also cares deeply about your overall wellbeing.

A flexibly connected organisation

Our flexibly connected programme allows colleagues to work flexibly, in a way that helps unlock their best work for the cause.

The programme has been engaging with our Champions network, gathering insights from colleagues through our Ways of Working Study, to continuously adapt the approach where needed. It was awarded the Best Flexible Working Strategy at the HR Excellence Awards.

Join us at BHF and be part of a team that truly cares about your wellbeing. Together, we can make work to a world where everyone has a healthier heart for longer, while supporting each other every step of the way.



Our People Power

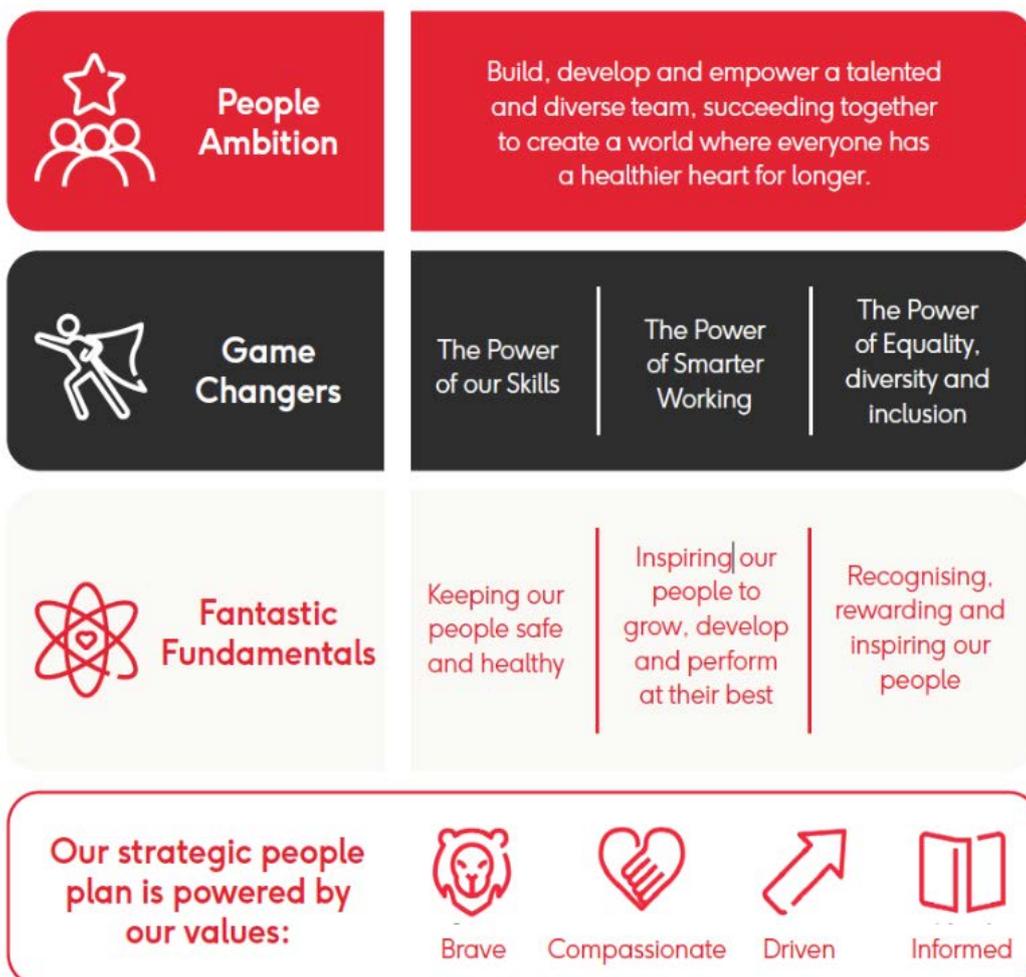


Our vision is a world where everyone has a healthier heart for longer, but we can't get there without our brilliant colleagues and volunteers.

At the heart of Our People Power sits our central people ambition, through which we will drive performance to further progress and accelerate BHF's lifesaving work, leveraging the unique talents and skills of our people.

We will power up our people to bring their best every day, providing a brilliant work experience, continuing to make BHF a great place to work. Through inspiring, empowering and enabling our people, whatever their role and background, we will collectively power towards our vision as a world where everyone has a healthier heart for longer.

To achieve our strategic aims, we need everyone pulling in the same direction. Our people ambition unites us all, bringing all our people (colleagues and volunteers) together to play their part in creating a world where everyone has a healthier heart for longer.



Our values

We are proud that the work we do is funding groundbreaking, lifesaving research. Our vision is a world in which everyone has a healthier heart for longer.

That's why our values are key to defining who we are, how we do things and how we can achieve our ambitions so that every pound we raise funds the research that keeps millions of hearts beating.



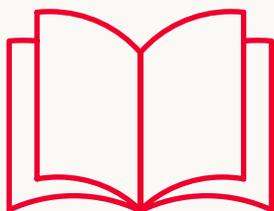
Brave

We speak out.
We're decisive.
We're innovative.



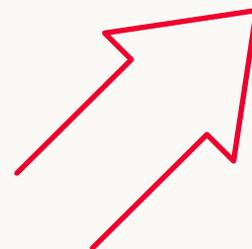
Compassionate

We're open and honest.
We respect others.
We care.



Informed

We're clear.
We're open minded.
We work together.



Driven

We're focused.
We're determined.
We keep learning.

Our benefits

We all achieve more together when we're happy and healthy. As a world class organisation, we offer competitive salaries and an attractive package of benefits, designed to support the health and wellbeing of everyone who works here. Our generous benefits include:



Annual leave

Our annual leave allowance of 30 days plus bank holidays is among the best in the sector.



Health care

We will help cover the costs of certain medical treatments to ensure if you need treatment, they are more affordable.



Family care

We offer 12-weeks' pay for all family leave including maternity, paternity, adoption and neonatal care leave and are committed to offering returning parents and guardians the opportunity to work flexibly.



Live well. Work well.

Heart health is central to our mission, and that starts with you. We provide a programme of activities, opportunities and guidance to inspire and support you to live a healthy and happy life, at home and at work.



Support leave

We offer a holistic support leave of up to 10 days leave to support colleagues in time of uncertainty, where you may need to take additional time away from work to support yourself or others during a life event, such as caring.



Pensions

Our generous pension scheme will support you to save for your retirement. You can contribute a minimum of 3% but can increase this to 8% or more, with employer contribution starting at 5% and increasing to a maximum of 10%.

Job description



Job title	Supervisor- H&F		
Directorate	Retail		
Team	Home & Fashion stores		
Reporting to	General Manager		
Agility contract type	No of direct reports	N/A	
Location			
Budget responsibility	N/A		
Job level	8	Date	2020

Role summary

To be motivated, proactive and driven to lead the store to success. To support the management team to drive sales and profitability through excellent customer service, being commercial and always looking out for new ways to maximise sales within the store. You will be working with a wide variety of donated & new products to include furniture, electrical goods, clothing, books & music, supporting the warehouse team as and when required. You will be confident in stepping up to run the store in the absence of the Assistant Manager and General Manager.

Our Supervisors are Ambassadors for the BHF who consistently strives to build their knowledge of the charity whilst encouraging others to do so. You will be confident working in a fast-paced retail environment.

You will ensure that all colleagues are providing a high standard of customer service and maintaining a high standard of housekeeping to deliver our retail proposition.

Key responsibilities



Sales and Profit

- Maximise sales at all times by implementing all BHF promotions as per BHF guidelines
- Understand all cost-effective income streams, with omni-channel and online being priority to deliver our retail proposition. Identify products to be placed online to support this income stream and ensure the team fully trained in process and procedures
- Promote add-on services including house clearance, post back, furniture assembly and any other future services to maximise store profit. Ensure Team trained and follow BHF policy and procedures
- Increase store profits through driving Gift aid income and compliance across the store
- To fully understand the impact of the role on the stores P&L
- To be fully informed on business and store goals and values to support store in achieving results
- Collaborate with the warehouse and sort room teams, covering all departments if required to maximise productivity
- Work with the management team to generate stock and increase customer awareness of store and brand
- Work with the management team to ensure all colleagues are providing a high standard of customer service, maintaining a high standard of housekeeping and visual merchandising using the correct guides to deliver our retail proposition
- Collaborate with BHF divisions in the local community through supporting events and campaigns

People Management

- Assist the store management team in managing, recruiting, retaining and developing volunteers within the store to strive for results
- Create an organised and enjoyable working environment for colleagues and teams to ensure the store always runs effectively daily
- Training and development – ensuring all mandatory training and performance reviews are completed if required to ensure you are continually developing the team to their full potential
- Holding keys to the store and deputising for the store management team when required
- Maintain team member personal records and support management team to maintain team productivity
- Support the management team by creating a supportive team environment
- Collaborate with and support the warehouse team when required. Covering the department when required to maximise productivity

Customer Experience

- Maintain a high level of customer service at all times making it easy for our customers to use all our services (donations, deliveries, house clearance) maintaining the required service levels
- Always do the right thing for our customers and ensure we go the extra mile for them
- Support the management team in ensuring excellent customer service through a well-trained and engaged store team
- Demonstrate drive and enthusiasm and be able to inspire others to deliver excellent customer service
- Handling customer complaints in a timely and professional manner
- Promote the BHF including causes we support

Key responsibilities



- Ensuring our customers feel valued by making it easy for them to donate and buy from us
- Answer phones promptly to provide the best possible customer service
- Ensure the online bookings are processed quickly and effectively and service levels maintained to BHF standard

Stock

- Support the management team in selecting and pricing all stock in accordance with BHF price guides to maximise sales opportunities
- Ensure collections/deliveries are carried out in a timely and efficient manner meeting customer's needs
- Ensure stock is always stored safely to comply with H&S
- Comply with all guidelines regarding the sale and stock control of New Goods
- Support the management team in managing stock loss by following the correct BHF processes and procedures
- Support the management team by accurately recording all donated stock by using the store's electronic stock capture and reporting systems and ensuring the team is fully trained on how to achieve this

Security & Income protection

- Support the management team in being fully compliant with all audit requirements
- Ensure all BHF till procedures are adhered to and that cash handling is secure at all times
- Adhere to GDPR guidelines to ensure all personal data is correctly stored
- Adhere to all BHF policies in relation to cash handling and security procedures
- Maintain security of the building at all times and in the absence of the management team

Health and Safety & Compliance

- Provide a safe environment that protects all store colleagues and general public
- Take responsibility for own health and safety. Comply with all H&S regulations and store procedures
- Complete all mandatory training as and when required
- Ensure GDPR compliance at all times
- Ensure the appropriate PPE is used when required

Knowledge, training and qualifications



- Proficient with Microsoft Office suite
- IT literate with knowledge of digital platforms e.g. eBay and Indeed.co.uk
- Ability to use technology to promote your store
- Good numerical skills
- Good Organisational skills

Experience

- Experience of working in a supervisory role in retail, hospitality or service industries
- Passion for selling
- Experience of working in a target driven environment
- Thriving in a fast pace environment

Skills and attributes



- Make timely, evidence-based decisions
- Be flexible and open to different and new ways of working
- Making bold decisions and taking action if things are not working
- Inspiring creative ideas and solutions
- Acknowledging mistakes and learning from them
- Keeping up to date with BHF retail and retail industry
- Cascade relevant information
- Be inclusive and fair in my approach to managing and developing teams
- Take responsibility for a healthy inclusive working environment
- Be an ambassador for the BHF
- Set clear measurable and meaningful objectives for team members
- Proactively seek solutions and improvements in your store

Safeguarding

At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially.

How to apply



To apply for this role please use the apply button via the jobs page on our website. Our process involves submitting your CV and a supporting statement, which should outline your interest and explain how you meet the criteria stated in the person specification. You may also be asked a few application questions, depending on the role you're applying to.

All applications are managed by our Recruitment team. If you wish to speak with a member of the team regarding the role and your application please contact us on careers@bhf.org.uk

Should you need any adjustments to the recruitment process at application stage please contact the Recruitment team on careers@bhf.org.uk





British Heart Foundation