



British Heart
Foundation

Job specification

Job description

Job title:	Supervisor- H&F		
Directorate	Retail		
Team	Home & Fashion stores		
Reporting to	General Manager	No. of direct reports	N/A
Location			
Budgetary responsibility	N/A		
Job level (HR use only)	8	Date	2020

Summary of role

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

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- 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
- 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
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Person specification

Knowledge, training & 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

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

Safeguarding

At the 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 confidentially any concerns they may have.

Our Values

- 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
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Brave

We speak out
We're decisive
We're innovative



Informed

We work together
We're clear
We're curious



Compassionate

We're open & honest
We respect others
We promote our cause



Driven

We're focused
We're determined
We keep learning