

**Mid Antrim Animal Sanctuary (MAAS)
JOB DESCRIPTION**

JOB TITLE:	Retail Supervisor
REPORTING TO:	Retail Manager, Mid Antrim Animal Sanctuary
RESPONSIBILITY FOR:	Charity Shop Volunteer Assistants
DURATION:	2-year fixed term contract with possibility of extension or permanency.
SALARY:	Gross salary £17,857 with a pension contribution at the mandatory rate or as determined by the governing body Time off in Lieu in place for any additional hours worked. (TOIL)
HOURS:	35 hours per week 9:30 to 4:30, Monday – Friday with Saturday working to meet business requirements as agreed. Some flexibility in the working hours may occasionally be needed and the post holder will be required to provide cover and a supervisory role at the Sanctuary's other charity shops.
LOCATION:	MAAS Charity Shop at 7 Castle Way, Antrim. BT41 4DN (Main place of employment) and MAAS Charity Shop, Unit 1 Murrayfield Shopping Centre, Point Street, Larne, BT40 1HU. Please note the post holder will normally be based at one location only per working day.

PURPOSE OF THE JOB:

To supervise Mid Antrim Animal Sanctuary charity shop in Antrim, and other MAAS charity retail outlets, ensuring efficient and effective management of all volunteer assistants, premises and stock to provide a quality retail service and achieve sales targets.

To recognise opportunities for shop development, gaining donations, selling online, and recycle to maximise sales revenue while maintaining the ethos of the Sanctuary.

MAIN FUNCTIONS OF THE JOB

1. To maximise the sales of donated goods and any other products in order to achieve agreed sales targets.
2. To ensure that appropriate systems and procedures are maintained so that all donated good are sorted, dated, priced and prepared according to agreed procedures, always ensuring that the products sold are safe and fit for purpose.
3. Ensuring that cash handling procedures are adhered to at all times and that cash generated within shops is deposited at the bank in an effective and timely manner to minimise the risk of loss.
4. To act as a key holder; to open and close the shop premises during the agreed trading hours and to ensure the premises are secure on leaving. To respond to any emergency call out when necessary.

5. To ensure that the shop premises are clean and tidy at all times and goods are displayed in an attractive, sellable and presentable manner.
6. Embrace and promote new working practices and technological developments within the retail operation.
7. To supervise and support the Charity Shop Volunteer Assistants, liaising with them concerning presentation, targets, volunteering rotas under the direction of Retail Manager.
8. To assist in the recruitment, training, support and supervision of the volunteer assistants in the charity shop, encouraging an active interest in the shops and the work of Mid Antrim Animal Sanctuary.
9. To generate stock donations to meet sales requirements; working with and organising volunteers to accept, sort, price and display stock in accordance with MAAS policy and
10. To assist in maximising online selling potential and generate sales using any online selling platforms.
11. To promote and organise special events and promotions in order to capitalise on opportunities presented by the shop locations and other activities. .
12. To assist with stock control, including disposal of unsold donations at the best possible return in keeping with MAAS policy guidelines.
13. To work with the Retail Manager and assist with:
 - Publicising the charity retail shops.
 - Enhancing the image of Mid Antrim Animal Sanctuary including the Charity shop.
 - Ensuring that all queries about Charity shop is dealt with in a timely manner.
 - Maintaining good relations with the public, the landlord and any neighbouring retailers.
 - To assist with monthly reports to the Centre Manager on the performance of the shop.
14. To attend meetings with the Retail Manager when required.
15. To ensure that volunteers are aware of and comply with MAAS Health and Safety Policy.
16. To assist in reviewing the Shop policy and shop Health and Safety Policy providing feedback of any changes that may be necessary.
17. To ensure statutory responsibilities are met concerning HASAW, Trading Standards and all other statutory agencies.
18. To assist in addressing all maintenance requirements in the shop/s and ensuring a safe working environment for members of the public, staff and volunteers.
19. To report to the Retail Manager any incidents or areas of possible risk in the charity shop's premises to comply with MAAS Health and Safety Policy.
20. To promote the highest possible standards of service while dealing with customers and donors in order to uphold the reputation of MAAS at all times.
21. To ensure that MAAS Inclusion and Diversity Policy is adhered to.
22. To maintain confidentiality and adhere to the Sanctuary's GDPR policy.
23. To co-operate and comply with the Sanctuary's Health and Safety policy and procedures.

Registered Office

60 Greystone Road Antrim BT41 2QN

Mid Antrim Animal Sanctuary is a Company Limited by Guarantee Registration Number NI645182.

Registered with the Charity Commission Northern Ireland NIC106779 and accepted

as a charity by the Inland Revenue NI01705

24. To undertake other duties which are consistent with the duties and responsibilities of the post as required by the Retail Manager.

OTHER INFORMATION

Probation

The post holder will be offered this post subject to a successful 6 month probationary period.

Staff Appraisal

The post holder will be required to participate in regular individual appraisals linked to personal development with the Retail Manager.

Annual Leave

The annual leave entitlement will be 17.5 working days plus 10 public and bank holidays. Where they fall on a normal working day and the Charity shop is required to be open an alternative day off will be provided.

Changes to Job description

This job description will be reviewed occasionally and may be amended due to the changing needs of the charity.