Volunteer Shop Supervisor Role Profile

**Role Title:** Volunteer Shop Supervisor (Female\*)

Department: Retail

Supervisor: Retail Manager and Shop Supervisor

Location: Leeds Women’s Aid Charity Shop, 102 New Road Side, Horsforth

Hours: A minimum of 7 hours a week

This post will be subject to a DBS check and the is an \*Occupational Requirement under the Equality Act 2010 Schedule 9 (Part 1) for the post holder to be a woman.

Leeds Women’s Aid (LWA) is the largest women’s charity in Leeds, and has been providing support to women and children affected by Domestic Violence and Abuse (DV & A) for 50 years. We are committed to our values and strive to embody them in everything we do. We provide a range of the very best services for vulnerable women and families who are victims and survivors of: domestic, sexual & honour-based violence and abuse; forced marriage; trafficking; stalking and harassment.

Our Charity Shop, based in Horsforth, is open six days a week and provides valuable income to help support our services. We are now looking for a Volunteer Shop Supervisor.

# About the Role

You will work alongside the retail manager and shop supervisor to facilitate the daily operations of the shop and will supervise the shop when the retail manager and shop supervisor are not present. On occasions the post holder will be asked if they can supervise the shop at short notice to cover unforeseen staff absences.

What’s involved?

* Supervising the shop when the retail manager and shop supervisor are not present which will include opening and closing the shop.
* Cash handling and daily till reconciliation are routine tasks you will be required to carry out every shift, irrespective of the manager or supervisor's presence.
* Oversee and support volunteers, providing guidance on operating the till, delegating tasks, and ensuring a smooth workflow within the team.
* Assisting and serving customers, providing a good level of customer care.
* Accepting donations from members of the general public and promote the Gift Aid scheme.
* Assisting with the processing of stock including sorting, hanging, tagging and steaming.
* Replenishing and merchandising stock.
* General housekeeping including tidying rails, keeping the shop floor tidy and clean.
* Dealing with queries about the shop and the services we provide.

# Who will the role appeal to?

Someone who is:

* Able to work collaboratively as part of a small team of staff and volunteers but is also confident working independently.
* Happy working in a customer focussed environment.
* Enjoys interacting with the public.
* Confident in handling cash.
* A good communicator.
* Sympathetic to the aims of Leeds Women’s Aid and supports our values.

# Commitment

This is a flexible position but to ensure your confidence in the role we ask that you are able to commit to a minimum of 7 hours per week.

**LWA’s Values**

**1. Be Exceptional**

• We are experts in our field & proud of having a women-centred approach

• We are pioneers & leaders, striving to perform & innovate

**2. Be Courageous**

• We are honest, inventive & have the integrity to challenge perceptions & practice

• We are encouraging & empowering of each other to be courageous & brave

**3. Be Inclusive**

• We are diverse, welcoming, approachable & inclusive in as employers, service providers & people

• We promote unity, fairness & respect

**4. Be Inspirational**

• We are proud of our creativity & how we motivate, listen, empower & support each other

• We are encouraging & lead by example to achieve the best

**5. Be Responsive**

• We are collaborative, aware, compassionate & sensitive

• We adapt our approach to meet changing needs