

Jericho Job Advert

JOB TITLE:	REUSE RETAIL SUPERVISOR
SALARY RANGE:	£17,000 - £19,000 P/A
WORKING HOURS:	37.5 hours excluding lunch breaks, including some weekend shifts
REPORTS TO:	ReUse Manager
EMPLOYED BY:	The Jericho Foundation (ReUsers)
SECTOR:	Charity
BASED AT:	ReUsers, Norris way, Sutton Coldfield, Birmingham, B757BB, may be required to work at other Jericho sites across Birmingham
WORKING CONDITIONS:	Retail environment

The Jericho Foundation works to help individuals who experience significant personal or occupational barriers to employment, training or social inclusion to overcome these barriers in order to become skilled, fulfilled and employed. We aim to achieve these goals through training and work experience in our range of social enterprises.

The Jericho Reuse Centre is one of Jericho's 8 social enterprises. The ReUsers is a Charity Department store and receives unwanted items as donations, sorts and price them in order to retail the donated items of furniture, clothing, bric-a-brac, books and other relevant items direct to the public in our local community. At the ReUsers clients and staff receive the relevant training and support in order to become skilled fulfilled and employed.

Registered charity
no 1037084

Company registered
in England no 2845852

Registered address
196-198 Edward Road
Balsall Heath
Birmingham B12 9LX



SUMMARY:

The primary role of the Reuse Supervisor is to provide day to day business supervision, liaising with the business manager, supervisory team, core staff, Jericho clients / beneficiaries, retail and trade customers. You must demonstrate excellent customer service skills and be capable of making sound judgment under pressure and be able to deliver a sympathetic and encouraging work environment for staff and a positive shopping experience for customers.

DUTIES

To implement the project plan as directed by the Reuse Manager/ Assistant Manager which will include but is not limited to:

- Organizing the store layout
- On site liaison with customers
- Assisting with customer deliveries where needed
- Liaising with recycling agencies for disposal of non-saleable items
- Supervision and support of volunteers, clients and departmental staff
- Promoting the business in a professional manner to both clients and customers
- Maintain and help implement Health and Safety processes
- Stock Control
- Delivering seasonal sales opportunities and events
- Evaluation and pricing of donated stock items according to policy and procedure
- Shop display and point of sale arrangement
- General Administration
- Implementation of Jericho's environmental policy
- Cash Handling
- Key Holding duties such as closing and opening up the shop
- Achieve Revenue targets
- Stock Management
- Moving and displaying stock
- To carry out any other duties deemed necessary by the Reuse Manager / Supervisor

REQUIREMENTS FOR THE ROLE:

- A self-motivated person, with a mature outlook, who can also motivate others
- Experience of or sympathy toward working with socially-excluded or disadvantaged people
- Ability to show leadership but also able to work under direction and be a team member as well as a team leader and on their own initiative
- Knowledge and experience of retailing to the public
- Excellent organisational skills and experience, and a willingness to encourage and develop the skills of our volunteers and other staff
- Excellent customer service skills. Friendly, helpful, and polite at all times
- An ability to prepare one's own work plan and supervise the activities of others
- An ability to keep accurate records of on-site activities, cashing up sheets, stock lists, weekly and monthly performance reports and other relevant admin tasks associated with processes for the business.

ADDITIONAL CONSIDERATION WILL BE GIVEN FOR THE FOLLOWING:

- Good network of contacts for both business promotion and source of donations
- Experience or knowledge of retail operation
- Experience of working with one of the client groups (drug mis-users, homeless, ex-offenders, long term unemployed)
- Experience of working in a multi-ethnic, multi-faith environment
- Educated to at least NVQ II or equivalent in an appropriate qualification
- A basic working knowledge of the Microsoft Office suite of programs
- In sympathy with the Christian ethos of the project
- A full driving licence and a vehicle which should be available for business use
- PAT Testing qualified and competent

TO APPLY:

Email you CV and covering letter to hr@jericho.org.uk

CLOSING DATE:

13th October 2017

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