



Foundation

breaking down barriers to employment

The Jericho Foundation

196-198 Edward Road,
Balsall Heath,
Birmingham B12 9LX

T: 0121 647 1960
F: 0121 446 5228
E: birmingham@jericho.org.uk
W: www.jericho.org.uk

JOB ADVERT

JOB TITLE: REUSE RETAIL SUPERVISOR

SALARY: £17,000 - £19,000 per annum

WORKING HOURS: 37.5 Hours per week, excluding breaks, including some weekend shifts

REPORTS TO: ReUse Manager

EMPLOYED BY: The ReUsers, The Jericho Foundation

BASED AT: The ReUsers, Sutton Coldfield, Norris Way, B75 7BB

The Jericho Foundation works to help individuals who experience significant personal or occupational barriers to employment, training or social inclusion to overcome these barriers 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 is one of Jericho's 8 social enterprises and is a Charity Department Store that receives preloved re-usable items as donations, which are assessed, evaluated and retailed via our shops. Items include, Furniture, Electrical goods, Sports Equipment Architectural reclamation, Bikes, Clothing, Vintage and Collectable items and much more. At the ReUsers clients and staff receive the relevant training and support in order to become skilled fulfilled and employed.

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.

HOW TO APPLY:

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

The covering letter must include:

- Where you heard about the job vacancy
- Why you want to be considered for the role
- How you meet the essential criteria of Values, Experience and Skills, and Qualifications outlined in the personal specification of the job description.

CLOSING DATE: 10th December 2017

Registered charity
no 1037084

Company registered
in England no 2845852

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



JOB ADVERT JOB DESCRIPTION

JOB TITLE: REUSE RETAIL SUPERVISOR

SALARY: £17,000 - £19,000 per annum

WORKING HOURS: 37.5 Hours per week, excluding breaks, including some weekend shifts

REPORTS TO: ReUse Manager

EMPLOYED BY: The ReUsers, the Jericho Foundation

BASED AT: The ReUsers, Sutton Coldfield, Norris Way, B75 7BB

ABOUT JERICO:

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

ABOUT THE REUSERS:

The Jericho Reuse is one of Jericho's 8 social enterprises and is a Charity Department Store that receives preloved re-usable items as donations, which are assessed, evaluated and retailed via our shops. Items include, Furniture, Electrical goods, Sports Equipment Architectural reclamation, Bikes, Clothing, Vintage and Collectable items and much more. At the ReUsers clients and staff receive the relevant training and support in order to become skilled fulfilled and employed.

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.

Registered charity
no 1037084

Company registered
in England no 2845852

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



MAIN DUTIES AND RESPONSIBILITIES:

Specific tasks will include but will not be limited to:

- On site liaison with customers
- 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
- Assessing and evaluation of donated goods
- General Administration
- Cash Handling
- Key Holding duties such as closing and opening up the shop
- Achieve Revenue targets
- 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 and sympathy towards working with socially-excluded or disadvantaged people
- Ability to show leadership but also able to work under direction and be a team player
- A minimum of one year of experience in retailing to the public
- A minimum of one year experience in a supervising role
- A minimum of 3 years' experience in selling second hand goods
- 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.
- A basic working knowledge of the Microsoft Office suite of programs
- Physically capable- it's a demanding working environment

Registered charity
no 1037084

Company registered
in England no 2845852

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



ADDITIONAL CONSIDERATION WILL BE GIVEN FOR THE FOLLOWING:

- Experience in working with Epos systems
- Experience of delivering a Gift Aid programme
- Experience of working with one of the client groups
- Experience of working in a multi-ethnic, multi-faith environment
- Educated to at least NVQ II or equivalent in an appropriate qualification
- In sympathy with the Christian ethos of the project
- A full clean drivers licence

Registered charity
no 1037084

Company registered
in England no 2845852

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



PERSONAL SPECIFICATION

Values	Evidenced
Commitment, understanding and living of Jericho's five values: Respect, Equality, Love, Integrity and Excellence	A/I

Skills & Experience	Evidenced
A Minimum of one year of experience in a supervisor role	A/I
A minimum of 3 years' experience in selling second hand goods	A/I
A minimum of one year of experience in retailing to the public	A/I
An ability to prepare one's own work and manage the activities of others	A/I
Excellent customer service skills	A/I
Ability to show leadership but also able to work under direction and be a team member	

Qualifications	Evidenced
	A

Additional Consideration Will Be Given For The Following	Evidenced
In sympathy with the Christian ethos of the organisation, and supportive of our core values of Respect, Equality, Love, Integrity and Excellence.	A/I
Experience in working with Epos systems	A/I
Experience of delivering a Gift Aid programme	A/I

A= Application (CV & Cover Letter)

I= Interview

Registered charity
no 1037084

Company registered
in England no 2845852

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

