

**JOB DESCRIPTION**

<b>Job Title</b>	Superstore Stock Room Supervisor
<b>Reports To</b>	Shop Manager
<b>Location</b>	Greater Bristol Area – various shops
<b>Department</b>	Income Generation
<b>Job Purpose</b>	The Stock Room Supervisor plays a critical role in ensuring the efficient organization and management of retail inventory. By maintaining accurate stock records, overseeing stockroom operations, and supervising a team, this position supports seamless retail operations and ensures products are readily available for customers. The role involves optimizing stock control processes, minimizing shrinkage, and collaborating with sales and merchandising teams to enhance store performance and customer satisfaction.
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• Furniture &amp; Logistics Operations Manager (Area Manager)</li> <li>• Retail Logistics team</li> <li>• Boxmove (external company)</li> <li>• Superstores</li> <li>• Other Shop Managers and teams</li> <li>• Shop Team and volunteers</li> <li>• Retail Support Functions</li> <li>• Income Generation team</li> <li>• Wider hospice staff and teams as required i.e. The People Team, Estates, Education etc</li> </ul>
<b>Key Responsibilities</b>  <b>INCOME GENERATION</b>	<ul style="list-style-type: none"> <li>• Supporting the Manager and Assistant Manager, to lead a shop team to achieve targets and Key performance indicators (KPI's) including sales, profit, gift aid, local lottery, ecommerce store(s), new goods etc, using all available commercial data and to make sound commercial decisions. To be forward-thinking and collaborative in your leadership style</li> <li>• Managing the receiving and shipping of products</li> <li>• A commercial approach to store operations</li> <li>• Implementing and maintaining processes and procedures to ensure efficiency and accuracy</li> <li>• Working closely with other departments to ensure smooth operations and resolve any issues</li> <li>• Partnering with Furniture Collections, House Clearance and Boxmove to maximise stock selection/ management.</li> <li>• Implement and fully engage with the Boxmove platform.</li> <li>• Supporting with the store manager and assistant manager to ensure the smooth running of the shop at all times and in the Managers absence deputising and completing all managerial responsibilities during that time, using own initiative and judgement</li> </ul>

**SHOP  
STANDARDS**

- Drive a team to always deliver service excellence, exceeding expectations, providing an all-round great customer experience
- To proactively manage the stores stock levels to ensure delivery of business needs, including sourcing stock wherever possible through social media, community links, instore messaging and teamwork. Planning creatively for season changeovers and window events throughout the year
- Proactively support customer/ stock journey from initial contact through to delivery/ completion.
- To check promotions, POS, new goods and product changes are current and displayed according to guidance. Implement necessary changes as required
- To maximise all gift aid opportunities though engagement with customers, training staff and volunteers and following the compliance and process guidelines
- Support your manager with pro-actively managing performance and attendance, when necessary, in line with policies and procedures and address and report any concerns
- To recruit, manage, train and retain a multi-skilled team of volunteers, in order to maximise our sales, profit, service and standards
- To look for opportunities within the local community through networking with local groups and businesses to build two-way relationships to help increase sales and profit and awareness of the hospice
- Oversee the function of the stockroom
- Ensure efficient organisation of the stockroom and inventory
- Managing stock replenishment to ensure sufficient availability on the sales floor, liaising with store managers to balance stock between storage and sales areas.
- Optimise stock and minimise waste at every opportunity. Consider ideal life cycle of stock and follow sustainability guidelines
- To demonstrate control and an 'own-business mentality' at all times

**TEAMWORK**

- To consistently ensure high housekeeping standards, including the care and maintenance of our retail estate. Report issues to line manager and Estates team as appropriate
- To maintain highly organised standards back of house to ensure the smooth running of the shop operations
- Ensure that there is a consistent approach to product standards including pricing, steaming, replenishment, sizing, hanging etc
- To use creativity and innovative thinking in relation to all visual merchandising and presentation throughout the shop, windows and social media posts
- Take an active role in sharing best practice ideas and continuous improvement across shops, teams and area or other meetings. Supporting area or retail wide with the sharing stock/equipment and ideas etc
- To be flexible and adaptable to the needs of the business in relation to covering or supporting other shops at short notice during times of absence or as and when required. Ensuring that all operational tasks of daily shop management and processes are adhered to

**COMMUNICATION**

- Attendance at meetings and training sessions as and when required (for personal development or business need)
- As a valued team member, contribute and encourage the maintenance of a positive working environment
- Communicate appropriately and effectively at all levels and with all team members including handovers, training, volunteer recruitment and emails
- To report (in a professional manner), any sensitive issues in the shop back to your Line Manager and/or Area Manager.
- To understand the philosophy and ethos of SPH and to proactively promote this through all contacts and activity
- Deal sensitively with confidential information while understanding and abiding by SPH Confidentiality Policy and GDPR
- To motivate and coach the team to be the best they can be through positive communication

**HEALTH &  
SAFETY**

- To embrace the opportunities of all available technology, in order to communicate timely and effectively
- To assist with ensuring shop teams are compliant with all aspects of health and safety instore including fire safety, weekly checks and monitoring of donation levels. Ensuring a safe environment is provided and maintained for all and report any issues to the relevant teams for action
- To conduct compliance checks across all aspects of the shop such as H&S, Fire safety, Gift Aid, Audits, workplace hazards etc and address any issues and report accordingly throughout the wider retail teams

**ADMIN/IT**

- Ensure manual handling guidelines are followed
- To regularly check all work communications (emails, MS Teams, WhatsApp etc) and respond efficiently, ensuring head office instructions are followed and actioned within given timeframes
- To use various retail related business systems to drive sales and record data in different areas such as eBay &, Boxmove, QBuster, new goods, consumables and gift aid
- To be operationally compliant and organised in all business-related administration
- To respond to any other reasonable requests as directed by your line manager

**PERSONAL  
DEVELOPMENT**

- Develop own knowledge and skills in order to maximise contribution to the role and hospice. Develop detailed understanding of SPH services relevant for your area of work

**Equality Statement**

St Peter's Hospice expects all staff and volunteers to act in a way that is consistent with organisational procedures and the law relating to equality, diversity and rights and to treat everyone with whom they come into contact equitably, with respect and without discriminating.

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They should recognise and appreciate that people, both colleagues and service users, are different and act in ways that are consistent with their needs and preferences. They should ensure that the practices and processes operated in their areas of work are fair and provide equitable treatment for all and they should take effective action to deal with any discrimination or unfair treatment of which they become aware.

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### **St Peter's Hospice Values**

**Excellence** - to strive to be the best we can, listen, learn and innovate

**Compassion** - to show understanding and care in everything that we do

**Respect** - to value everyone and embrace the value of our differences

**Passion** - to be proud of our work and the impact we have

**Collaboration** - to work as one team - built on shared goals and effective relationships

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### **Health and Safety**

Under the provisions of the Health & Safety at Work Act 1974, it is the duty of every employee

i) to take reasonable care of themselves and others at work

ii) to co-operate with the Hospice as far as is necessary to enable them to carry out their legal duty.

iii) Not to intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

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### **Rehabilitation of Offenders**

The Hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records. We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the Hospice.

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### **Scope of Job Description**

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

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**PERSON SPECIFICATION**
**Note:**

Please use the 'Evidenced by' column to indicate where the criteria should be demonstrated  
 A= Application Form, I = Interview, A/I = Application & Interview. **This column is optional**

Criteria	Essential	Desirable	Evidenced by
<b>Qualifications</b>			
Qualified to GCSE level		<b>X</b>	<b>A</b>
<b>Knowledge &amp; Experience</b>			
Retail experience	<b>X</b>		<b>A</b>
Leadership experience 12 months +	<b>X</b>		<b>A/I</b>
Commercially aware	<b>X</b>		<b>I</b>
Strong numeracy skills	<b>X</b>		<b>A</b>
Confident user of MS office, Teams and basic IT	<b>X</b>		<b>A</b>
At least 2+ years of experience in a stockroom environment	<b>X</b>		<b>A/I</b>
Cash Handling		<b>X</b>	<b>A</b>
Experience / understanding charity retail environment		<b>X</b>	<b>I</b>
Experience of working with and managing volunteers		<b>X</b>	<b>A/I</b>
Management & Leadership Experience		<b>X</b>	<b>A</b>
Experience in Furniture Retail		<b>X</b>	<b>A/I</b>
<b>Skills</b>			
Able to motivate and lead a team of staff and volunteers	<b>X</b>		<b>I</b>
Able to work independently and collaboratively	<b>X</b>		<b>I</b>
Able to be flexible and adaptable	<b>X</b>		<b>I</b>
Effective verbal and written communication skills	<b>X</b>		<b>I</b>
Ability to work under pressure in a fast-paced environment	<b>X</b>		<b>I</b>
Ability to use commercial tools and data to deliver results	<b>X</b>		<b>I</b>
Strong attention to detail	<b>X</b>		<b>I</b>
Strong problem-solving and decision-making skills	<b>X</b>		<b>I</b>
Work using own initiative	<b>X</b>		<b>I</b>
Visual merchandising skills		<b>X</b>	<b>I</b>
Excellent customer service skills	<b>X</b>		<b>I</b>
Effective time management skills	<b>X</b>		<b>I</b>
<b>Personal Attributes</b>			
An understanding and empathy for the work of the Hospice	<b>X</b>		<b>I</b>
Driving license and own transport		<b>X</b>	<b>A</b>
Enthusiastic and positive	<b>X</b>		<b>I</b>
Reliable – timekeeping and attendance	<b>X</b>		<b>I</b>
Trustworthy and honest	<b>X</b>		<b>I</b>
Organised	<b>X</b>		<b>I</b>
Team Player	<b>X</b>		<b>I</b>
A set of values that closely align with those of the hospice	<b>X</b>		<b>I</b>