



## **PART-TIME COMMUNITY SHOP SUPERVISOR x 2 - MONMOUTH**

### **Job Description**

**Responsible to:** Trustee Operational Lead

**Salary:** Hourly rate £12.58

**Hours of work:** **Approximately 30 hours per week.** The shop operates Monday to Saturday 9.15am to 4.45pm (working hours 9am to 5pm) and Sundays 10am to 4pm, including bank holidays. We are seeking two part-time supervisors whose combined schedules will meet the shop opening hours. Flexibility is essential as working patterns may vary according to business needs and resourcing availability.

**Contract:** Fixed term contract until 1<sup>st</sup> May 2027

### **ORGANISATION**

Established in 1984, Bridges is an independent Monmouth-based charity. Our aim has always been to enhance the wellbeing of the local community. We make a difference to the lives of older people, rurally isolated people, young adults with additional needs, people with mobility challenges and those who are economically disadvantaged. Our charity shop is at the forefront of Bridges charity within the community.

### **JOB SUMMARY**

As a shop supervisor, you will play a key part in the day-to-day operational running of the shop. Working closely with the Operational Lead and volunteer team you will seek to deliver excellent customer service, ensure the shop is well presented through effective stock management and quality visual merchandising and help to maximise sales and profitability.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **1. Day to Day operations**

- Responsibility for the opening and closing of shop including key holding, till set up, cash reconciliations and banking.
- Supported by finance manager to comply with the correct financial procedures.
- Supervise and actively support the daily retail activities of the shop, including cleanliness, organisation and shop presentation.
- Merchandising of shop floor and shop window to required standards.
- Provide excellent customer service and create a welcoming and positive shopping experience
- Working with the team, maintain a staffing rota to ensure the shop is appropriately resourced.
- Supervision of retail assistant
- Responsibility for day-to-day Health and Safety to ensure staff and customers are safe.

#### **2. Stock Management**

- Working with volunteers, receive, sort and price donations in line with shop pricing guidelines and quality standards.
- Operate the agreed stock rotation system, regularly updating stock and replenishing on demand.

- Maintain organised stockroom and sales floor areas to ensure stock is safe, accessible and well presented.
- Supervise stock recycling processes in accordance with guidelines.
- Positively promote stock donations.

### **3. Income**

- Assist in the delivery of shop income performance targets.
- Working as part of the team and to procedures, actively seek to increase gift aid income.
- Supervise and contribute to shop sales initiatives.

### **4. Volunteer Support**

- Promote volunteering opportunities where and when appropriate.
- Assist in the induction, training and development of volunteers.
- Motivate volunteers and provide a positive work environment.
- Contribute to volunteer meetings to ensure effective communication on organisational matters.

### **5. Financial Duties**

- Ensure sales are accurately processed through the till system, including gift aided donations.
- Perform cash management in accordance with financial procedures.
- Provide basic financial reporting under guidance from Operational Lead.

### **6. Other**

- To act as an ambassador for Bridges raising awareness of its charitable aims and objectives.
- Take all reasonable measures to follow Health and Safety policies, procedures and appropriate legislation, including data confidentiality.
- Maintain all administrative procedures and complete appropriate paperwork as required.
- To carry out any other relevant duties that are assigned by the Operational Lead.

## **PERSON SPECIFICATION**

### **Essential**

- Experience in a customer-facing retail environment
- Supervisory experience of staff or volunteers.
- Experience of prioritising own workload and that of others.
- Proven track record of working to and achieving targets in the workplace.
- Confident with handling cash and basic financial procedures.

### **Desirable**

- Previous work in a charity shop.
- Experience of working with volunteers.
- Knowledge of brand labels and pricing levels.
- Principles of First Aid, Manual Handling and Health & Safety in a work environment.

### **Key Skills and Abilities**

- Strong organisation skills with ability to multi-task.
- Excellent interpersonal and communication skills.
- Sales and customer service orientated with a commitment to success and delivering best practice.
- Enjoy working as a team and have a positive and enthusiastic outlook.
- Innovative with a creative flair.
- Flexible, proactive and hands-on working approach.
- Good IT skills and use of Microsoft office programmes.

- Understanding and commitment to the aims of Equality, Diversity and Inclusion.
- Willingness to undertake manual handling and shop floor duties, including lifting and sorting
- Appreciation of confidentiality.

A right to work check and a DBS (cost covered by Bridges) will be required prior to starting within the role.

**The Application Process:**

If you would like to apply for this post, please complete the application form on Bridges Centre's website by **Friday 3rd October 2025, 2pm**.

Please send your completed application by email to: [amy.mcdougall@bridgescentre.org.uk](mailto:amy.mcdougall@bridgescentre.org.uk)

or by post to:

Amy McDougall (HR Manager)

Bridges Centre

Drybridge House

Monmouth

NP25 5AS

**We will review applications on a rolling basis and schedule interviews as suitable candidates apply, so early applications are strongly encouraged.**

Please note that it is not our organisational policy to provide feedback to candidates who have not been shortlisted for interview.