

Dear Applicant

Charity Shop Supervisor

Thank you for your interest in the above position.

Full details of the position are included here. An application form is available for download from our website at www.ymcadoncaster.org.uk

We also encourage you to read our website and find out more about us and our work.

Submitting Your Application

All applications must be on the YMCA Doncaster application form. CVs and other forms of application will not be considered.

By Post:
Lee-Ann Clark
YMCA Doncaster
Wood Street
Doncaster
DN1 3LH

By Email:
lee-ann.clark@doncasterymca.org.uk

If sending via email, your application must be in Word or PDF. Please do not send skydrive links or similar.

Closing Date and Selection

Completed application forms should be with us, as above, by **Wednesday 27th March at 10am.**

All shortlisted candidates will be asked to attend an introduction to the shop and the position on **the morning of Wednesday 3rd April**. Interviews will be scheduled for **the afternoon of Wednesday 3rd April**, or for **Friday 5th April**.

Shortlisting is based on our Person Specification (see page 3 of this pack), and your application should include clear examples of how you meet each of our criteria.

Please note that we are only able to contact shortlisted candidates. If you do not hear from us by 5th April, you've unfortunately been unsuccessful on this occasion.

Questions

If you are considering making an application yourself, and you've not been able to find the answer to your query by reading the information provided here and on our website, please email your question to lee-ann.clark@doncasterymca.org.uk

Direct applications only - strictly no recruitment agencies

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create inclusive and energising communities where young people can truly belong, contribute and thrive.

Job Description – Charity Shop Supervisor

Job Purpose

To be responsible for YMCA Doncaster's Charity Shop, including the supervision of volunteers and others, receiving stock, merchandising and maximising income to support the YMCA's work with young people.

Main Responsibilities

- To create and maintain a clean, safe, welcoming and professional shop environment.
- To ensure that YMCA Doncaster's Health and Safety arrangements and relevant retail legislation are complied with at all times.
- To ensure that stock is correctly received and sorted, including separation of high value items and safe disposal of unsellable goods.
- To organise collections of appropriate large donations.
- To ensure that donor information is collected and passed on to the appropriate staff member.
- To ensure that stock is displayed and priced in order to achieve the best possible financial return.
- To meet or exceed sales targets.
- To ensure that Gift Aid income is maximised and that compliant records are kept.
- To administer and operate within tight expenditure budgets.
- To take responsibility for security of keys and the till during opening hours.
- To ensure that the shop is secured when closed.
- To provide regular reports / returns as required.
- To select volunteers according to the agreed process.
- To train and supervise relevant staff, students or volunteers.
- To maintain a good knowledge of other aspects of YMCA Doncaster and promote those within the shop.
- To liaise with the designated staff member(s) on issues relating to cleaning, PR, marketing and strategy.
- To represent the Association positively in all relationships, both internal and external.
- To work within the policies and procedures of YMCA Doncaster, and to contribute to their development.
- Other reasonable duties as required from time to time by the Line Manager.



Person Specification – Shop Supervisor

This is the most important part of the Application Pack. Your application should address these points as clearly as possible. Our selection will be based on the criteria here.

- Experience of taking responsibility.
- Able to focus on the main goal of maximising income for the charity.
- Experience of work in a retail or customer service setting.
- Able to demonstrate adaptability and the ability to learn quickly.
- Able to respond positively to instruction.
- Comfortable working with cash handling and accurate till work.
- Able to work alone.
- Able to supervise volunteers from a range of backgrounds.
- Experience of working within clear Health and Safety arrangements.
- Ability to move furniture and other large items safely.
- Sound organisational skills.
- Able to react appropriately in challenging situations.
- Able to operate within set procedures.
- Able to uphold the Ethos and Values of YMCA Doncaster.
- Able to represent the Association positively, professionally and with credibility.



Main Terms and Conditions of Employment

Rate of Pay

£8.50 per hour, paid weekly in arrears.

Hours of Work

Standard hours of work are Tuesday, Thursday, Friday and Saturday 9.45am to 4.15pm.

Other hours may be required occasionally for staff meetings and training.

Paid Leave Entitlement

5.6 average working weeks per year. During the probationary period, holiday can only be taken where it has accrued. No more than two consecutive weeks can normally be taken together. All applications for leave must be submitted in advance and are subject to acceptance according to the operational needs of the YMCA.

The holiday year runs from the start of October each year. Any member of staff starting or leaving part way through the holiday year will have a pro-rata holiday allocation.

Conditions of Appointment

The appointment is subject to

- A probationary period of six months
- An Enhanced Disclosure from the Disclosure and Barring Service
- Satisfactory references

