

APPLICANT'S INFORMATION PACK

Part Time Charity Shop Supervisor



Dear Applicant,

Thank you for applying for this position. This is a fulfilling role for someone with good retail supervisory experience to oversee our two charity shops which support the mission of the well-known, and respected Vineyard Community charity.

You will find details of our mission, our organisation and the appointment process, followed by a job description, a person specification and the main terms of employment for the role. Please read this information carefully.

We are looking for an experienced retail supervisor, preferably with a fashion background, to come and help our manager, Ewa, run our two shops with our team of experienced volunteers.

An application form should be returned, available from our website. Please do not send in a CV as only completed application forms will be accepted.

Selection and Appointment Process

Step 1: Please e-mail your completed application form and email it to Fiona Brennan at Fiona@vineyardcommunity.org by noon on **Wednesday 18th October 2023**

Step 2: Short-listed applicants will be invited for interview shortly afterwards.

The appointment will be made subject to satisfactory references and DBS being received.

If you have any questions about the job, please contact Fiona Brennan, our Operations Manager using her email address above. Thank you.

1. THE VINEYARD COMMUNITY CENTRE

The Vineyard Community Centre is a Christian charity whose mission is firstly to serve the local community within Richmond and secondly to see long-lasting change through the transformation of each individual who comes to us. There are broadly four groups of people whom we help.

Firstly, rough sleepers and those in crisis who need short-term support and immediate help through specific services as well as social and spiritual encouragement in addressing the causes of their problems. Our aim is to move people away from crisis to a stable and self-sustaining life style.

Secondly are those who feel lonely, isolated and socially excluded with perhaps learning or mental health problems. Some may be vulnerable adults; other guests will be those moving from homelessness or crisis through to personal recovery. All are welcome at the Vineyard.

Thirdly, we help those who are in crisis and need emergency food supplies. We operate our main Foodbank at the Vineyard Centre and four other satellites provide this service elsewhere across the borough.

Fourthly, those who are moving from crisis as refugees and are in need of a sense of inclusion and self-belief to independence and work.

Our website gives more information <http://www.vineyardcommunity.org>.

2. THIS OPPORTUNITY

Our two charity shops have operated very successfully and in the year ending June 2023 achieved £60k sales.

All our goods are given to us by our generous supporters and much of it is high quality ladies clothing and accessories. Besides generating income from the shop, sales go directly towards our work to help those in need. Our aim is that our shops are welcoming places of community and Christian compassion.

In addition to our shop located at the Vineyard Centre in The Vineyard, off Hill Rise, in Richmond we have used additional premises donated by the Richmond Parish Lands Charity in Paradise Road on a short-term rent-free lease. Sadly, this property will only be available for us until the spring, next year and we are currently looking for new premises.

You'll see what the job involves and the benefits of working at the Vineyard in the next few pages.



The Vineyard Community Charity Shops sell high quality clothing, books, homeware, children's toys and much more! All proceeds are fed into the Vineyard Community's work with the homeless and those in crisis across Richmond.

We display new donations on a daily basis, and watch out for our sale days!



Main shop

**The Vineyard, Richmond TW10 6AQ
Monday – Friday: 10:00 – 16:00**



Pop-up shop

**21 Paradise Rd, Richmond
TW9 1SA
Monday – Saturday:
10:00 – 16:00**

What is the Vineyard Community?

We are a Richmond-based charity which exists to provide 'help in crisis and hope for life' for anyone who walks through our door.

At our morning drop-in we offer breakfast, showers, clean clothing, housing support and access to physical and mental health services. For the homeless people who visit each morning, the Centre is their lifeline.

**The Vineyard Community Centre. Registered Charity No: 1143951.
A company limited by guarantee, registered in England: No 7669793 Registered Office:
The Vineyard Community Centre, The Vineyard, Richmond on Thames. TQ10 6AQ.**

JOB DESCRIPTION

Job Title:	Charity Shop Supervisor
Location:	The Vineyard Community Centre, The Vineyard, TW10 6AQ and The Vestry House, 21 Paradise Road, Richmond TW9 1 SA
Responsible to:	Charity Shop Manager
Main responsibility:	Supervising the team of volunteers to generate income to support the rest of the work - within an ethos of Christian witness and compassion
Responsible for:	A small team of volunteers
Working with:	Our Volunteer Co-Ordinator in the placement of volunteers for the shops.
Working Hours:	19.50 hours per week working 3 days each week including some Saturdays on a rota

Main Tasks

Staffing

- Plan the volunteer rota
- Supervise the work of the volunteers
- Ensure that tasks are properly delegated to volunteers in accordance with their training and abilities.
- With the manager, carry out interviews with prospective volunteers referred by the Volunteer Co-ordinator.
- Organise the placement of new volunteers
- Manage individual volunteer induction programme
- Help arrange volunteer meetings and training sessions.
- Promote a happy working environment to increase efficiency and job satisfaction.

Sales and stock

- Achieve weekly sales targets.
- Ensure that a friendly and sympathetic service is provided to customers at all times.
- Ensure there is adequate stock available in the shops at all times.
- Receive stock deliveries from the Centre shop.
- Maintain a high standard of stock presentation
- Achieve and maintain high standards of housekeeping, organisation and cleanliness
- Price stock items in accordance with our policy

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- Rotate stock to ensure no items remain on sale for longer than agreed time limits.
- Ensure the quality of stock is of an acceptable standard.
- Arrange sale or disposal of unwanted stock
- Ensure that no inappropriate goods (e.g., occult or sexually explicit books) or unlawful goods which are not permitted for sale (e.g., electrical; shampoos) are disposed of.
- Arrange that donated items which cannot be sold in the shop are collected for recycling by our external provider.

Systems

- Ensure that POS systems and procedures are followed
- Ensure that financial procedures are adhered to and that cash is kept secure.
- Provide a safe environment that protects all staff, volunteers and the public.
- Comply with all health and safety regulations and procedures.
- Ensure that the shop interior and entrance is kept cleaned, swept, dusted and tidy at all times.
- Ensure that the shop is kept secure outside opening hours – doors locked; cash locked away; lights/electrical points turned off

General

- Actively promote the Centre as an Ambassador in all dealings with the public.
- Attend Team meetings along with other colleagues
- Carry out other tasks requested for the effective running of the charity.

PERSON SPECIFICATION

Area	Criteria	Essential or Desirable
Education	Good level of Education and good spoken & written English	Essential
Experience	Two years retail supervisory experience with a demonstrable knowledge of ladies fashions & accessory brands. Ability to lead, and work alongside, a team. Understanding and appreciation of the issues involved in managing volunteers	Essential Desirable Essential Essential
Qualifications	Basic Word & Outlook & Excel	Essential
Personal	A passionate commitment to the values and ethos of the Vineyard Community Centre – providing help in crisis and hope for life – understanding that the purpose of our two shops is to (1) generate income to finance the work supporting homeless and vulnerable people in Richmond but also (2) that the shops themselves should be welcoming places of community and Christian compassion.	Essential
	Genuine empathy with those we support: our guests in the Drop-in and Foodbank	Essential
	Energetic, warm friendly, and outgoing	Essential
	Able to work unsupervised; self-motivated	Essential
	Satisfactory Enhanced DBS	Essential
	Has the right to work in the UK.	Essential
	Discrete & confidential	Essential
	Able to work on Saturdays, on a rota.	Essential
Skills, knowledge and abilities	Communication – good face to face verbal skills with customers and volunteers	Essential
	Accuracy & attention to detail	Essential
	Ability to take responsibility for Health and Safety, particularly the ability to identify and address potential risks	Essential
	Basic record keeping skills, numerate and able to manage financial responsibility – especially for cash.	Essential
	Good organisational ability	Essential

MAIN TERMS OF EMPLOYMENT

1. SALARY

£14,208 pa (equivalent to £23,000 full time).

2. HOURS OF WORK

19.50 hours per week *Core days to be arranged – but including Saturdays on a rota.*

3. ANNUAL HOLIDAY

25 days per year, excluding public holidays (pro-rata).

4. PENSION

Our Workplace Pension Scheme is the People's Pension. You are required to join this scheme unless you decide to opt out; the employee contribution is 5% of salary and the employer contribution is 3%.

5. NOTICE PERIOD

4 weeks after 3 month probationary period.

6. OTHER BENEFITS

A fantastic, supportive, and developmental team and workplace that is supporting people and helping them to change the course of their lives for the better, every moment of every day. We are an organisation open to ideas. This is an excellent opportunity for someone who would like to grow the role, branch out, and really be part of taking an organisation on the exciting journey of shaping our future, and therefore is ideal for various levels of experience. Whatever your background, you will be becoming part of something that makes a lasting meaningful difference in the lives of so many people in various difficult circumstances.

