



Job Title:	Acorn Supervisor (Clothing)	Reports to:	Acorn Team Leader
Division:	Acorn	Hours:	35 hours contract 5 days, including Saturday
Salary:	£16.54 per hour		

Job Purpose:

To assist the Pricing Team Leader in operational aspects of running the clothing area of Reuse and to supervise staff, volunteers and clients working in the clothing area.

Principal Accountabilities:

1. To create a positive working atmosphere for staff, clients and volunteers working in the clothing area.
2. To plan and organise tasks for each day ensuring staff, volunteers and clients have a clear understanding of the tasks that need to be completed.
3. To oversee and carry out all aspects of the processes in the clothing area and to provide clients and staff with instruction and support to carry out tasks such as sorting, pricing, re-stocking, cleaning and organising hangers.
4. To take responsibility for incoming donations to the clothing area which could include clothes, shoes and accessories and to sort and oversee the sorting of all donations. To prioritise and plan accordingly with the Pricing Team Leader if there is an excess of donations.
5. To take responsibility and train others on making decisions on whether clothing is appropriate for sale or for donation to other charities (e.g. Salvation Army)
6. To take the lead on responding to pricing enquiries with customers/at the tills. To deal with customer issues escalated by other staff.
7. To oversee the clothing area of the shop floor ensuring wherever possible that there is a good range of all clothing in all sizes available. To keep the clothing area of the shop clean and tidy leading by example but delegating where appropriate.
8. To keep the work area in the clothing area and the clothing area on the shop floor clean and tidy and adhere to health and safety policies.
9. To price all staff purchases daily.
10. To take the lead on pricing new and higher value stock daily.

11. To identify any safeguarding issues and bring them to the immediate attention of the line manager and/ or senior management team. To ensure your knowledge of safeguarding is kept up to date by attending training and being aware of the reporting processes.

Secondary Accountabilities:

1. To undertake training within the Trust to develop understanding of people with a disability and further develop practical and training delivery skills
2. To assist in the cover of other staff in any area of Reuse during times of leave and sickness.

Knowledge, Skills, Experience, Qualifications:

1. Have good all-round practical skills and to be well organised.
2. Demonstrate good observation and communication skills with the ability to support and train people to undertake practical work skills.
3. The role will involve lifting of bags of donated clothing and the job is by nature quite physical and involves a lot of standing/moving.
4. It is essential that the post holder can demonstrate a flexible and positive attitude towards people with disabilities. Whilst it may be useful to have direct experience of working with people with disabilities, it is not an essential requirement.
5. Demonstrate good interpersonal and communication skills and patience when dealing with staff, volunteers and clients.
6. To have a flexible, diplomatic and cooperative approach in accordance with service needs.
7. The ability to work independently and on own initiative, as well as to work within a team.
8. Knowledge of health and safety in the workplace and data protection laws.
9. Prior knowledge of working in a clothing area in a charity shop would be desirable.
10. DBS Check required.