

Dublin Simon Community: Charity Shops Supervisor **(<https://www.activelink.ie/node/107906>)**



About Us

At Dublin Simon Community, we are passionate about making home a reality. Our aim is to empower people to access and retain a home by providing housing, prevention, addiction treatment, emergency response, and other targeted interventions, through advocacy and partnership.

If you share our values and want to make a difference then apply for this role with Dublin Simon Community and join the team!

About the job

Contract type: Full-Time Specified Purpose Contract.

Working hours: 37.5 hours per week, Monday-Friday, 9am-5:30pm.

Location: City Centre and Chapelizod (Dublin 20)

Salary: 36,500 progressing to 37,320 after 6 months' probation.

The Shops Supervisor will be responsible for the operation and people management of 1 retail shop, a retail sorting space at our distribution centre and Online sale.

Responsibilities

Operational Requirements:

- Support the Social Enterprise vision and ethos.
- Manage and improve day to day operations of the shop in line with appropriate guidelines, policies and procedures in relation to stock management, donor care, customer care, client engagement, financial control, health and safety and security.
- Ensure compliance with the shops procedures and policies.
- Manage a rota to ensure operational hours for all locations are covered sufficiently.
- Manage the van schedule to meet the needs of both shops while also supporting our donors.
- Implement effective resourcing and sustainment of stock to anticipate customer demands.
- Ensure the shop is stocked appropriately, implement and supervise an appropriate stock rotation process, merchandising standards and pricing standard.
- Manage the centralised stock sorting space in the distribution centre to ensure stock is sorted, priced and distributed appropriately, timely and efficiently to our services and stores.
- Maximise the income generated from the shop and online.
- Organise and manage pop-up shops through out the year.
- Ensure compliance with the Security Policy and cash handling procedures to ensure adequate controls are in place for safety and security.
- Manage the budget and supplies in a cost efficient manner, ensuring sufficient supplies and value for money.
- Complete reports for sales, donations, stock, distribution and health and safety.
- Ensure all staff are using the 'Stock Shops' email effectively for managing donations.

People and Relationship Management:

- Management of employees, CE workers, Full Time Volunteers, Part Time Volunteers and Client Volunteers in line with Dublin Simon Community policies and procedures.
- Recruit necessary volunteers and CE workers to meet operational and customer demands.
- Work in partnership with the CE engagement supervisor to provide meaningful work and training placements for participants and support them in their role.
- Manage the relationship with the fundraising team to ensure donor care is prioritised in day to day operations and coordinate corporate 'stock sorting' days in the distribution centre.
- Work collaboratively with other services in the organisation to ensure the shops are meeting the needs of our clients.
- Ability to build and maintain relationships with internal and external stakeholders (neighbourhood, Property and Maintenance, Property management company).
- Represent the Shops on organisational working groups and at the Irish Charity Shops Association.
- Familiarise all team members with Dublin Simon Community guidelines and best practice on issues including shops policies and procedures, financial control, staff purchases.
- Actively participate in the necessary training for the role and ensure all mandatory training and developmental training is completed with the team.

Teamwork and Commitment to a Quality service:

- Create and sustain an environment in which all staff and volunteers are motivated and are given suitable and meaningful work to do to ensure that their individual motivations and abilities are being recognised and met.
- Act as a role model to the team ensuring a consistent and quality service is being delivered.
- Support the Transition year programme coordinating this in partnership with the volunteer office.
- Work with the Communications team developing the shops presence on social media while running the Dublin Simon Shops Instagram page
- Implement the client clothing process and client service delivery in the shops.
- Commitment to waste reduction in the Shops and be aware of changing legislation and requirements in this area.

Essential for the role:

- BA/BS degree (level 7 or 8) in Social care, Retail, Business studies, management, operations or similar.
- The candidate must have recent experience of supervisor/management role in a retail environment, with a minimum of 1 years experience.
- The candidate must have of knowledge of retail with a clear understanding of the distinction between mainstream retail and the charity sector.
- Good IT skills, social media and experience of Microsoft Office.

Benefits to working with Dublin Simon Community:

- 25 days of annual leave
- 5% matched contribution to your pension
- Paid Sick Leave Policy
- Paid Maternity Leave Policy
- Bike to Work Scheme
- Commuter Travel Tax Savers Ticket
- 1st-week Comprehensive Training
- Progression Opportunities

Shortlisting will be in progress throughout the period that the vacancy is live, so you may be called for interview and/or the vacancy may be filled before the closing date.

Please note that we reserve the right to offer the position to a successful candidate prior to the deadline of receipt of applications and we advise that you apply early.

If you are unsure of any of the requirements, contact the Recruitment Team on [\(01\) 6354860](tel:016354860) (Tel:016354860)

<https://candidate.hr-manager.net/ApplicationForm/SinglePageApplicationForm.aspx?cid=1543&departmentId=19087&ProjectId=144408&MediaId=4620>

Application due date: 17/05/2024

For queries relating to this position please telephone (01) 6354860 (Tel:016354860)

Region

Dublin City & Dublin 20

Date Entered/Updated

26th Apr, 2024

Expiry Date

17th May, 2024

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