



# **Charity Store Supervisor – Cregagh Road, Belfast**

## Information Pack

# Introduction

## Dear Candidate

**We're looking for a talented and passionate individual to join our team at the USPCA Charity Store, Cregagh Road, Belfast, on a full-time permanent basis.**

**This role would suit an enthusiastic and creative individual with retail skills, and experience of working with volunteers.**

**This is a fantastic opportunity to make a difference and deliver positive social impact in the local community while also raising money to fund USPCA Charitable Services.**

**As shop Supervisor, you will support the USPCA Stores Manager to deliver an outstanding customer experience.**

**You will play a key role in delivering customer service and supporting volunteers, as well as maintaining the look and feel of the store and processing stock. You will help the team work towards ambitious sales and training targets.**

**If you feel you have the passion, experience and skills please complete the application pack.**

**Yours sincerely,**

**Siobhan McHaffie,  
Director of Operations &  
Development**



# Who we are

The Ulster Society for the Prevention Cruelty to Animals (USPCA) is the second oldest Animal Welfare Charity in the world. It was founded in 1836 by Commander Francis Anderson Calder, a retired navy officer, as the Belfast SPCA. The eventual name change from Belfast to Ulster SPCA acknowledged the scale, scope and success of the Charity's expanded operations across the province.



The Charity's first initiative was to erect water troughs across the city for the sustenance of the heavily burdened working horses in industrial Belfast. Just over a year after its inception the charity had successfully lobbied for the Act of Parliament 'relating to the cruel and improper treatment of animals' to be extended to Ireland.



The purpose of our founders to 'Prevent Cruelty and Relieve Suffering' remains as the driving force for our charitable activities today. Whilst there are heartless individuals willing to inflict unnecessary suffering on animals the need for a USPCA remains.

# Job Description

Job Title	Charity Store Supervisor
Reporting to	Charity Stores Manager
Salary	£12.00 per hour
Location	USPCA Charity Retail Store, Cregagh Road, Belfast
Hours	Full Time – 35 hours per week on a rota basis

## Principal Function

To support the Charity Store Manager in the running and management of the USPCA Charity Store, providing a high-quality retail outlet that will raise funds for the charity and promote the ethos and activities of the charity.

## Principal Duties

- To undertake all appropriate day to day duties and responsibilities to maximise the USPCA Charity Store sales and achieve / exceed budgeted sales targets.
- To maintain daily sales records in line with agreed procedures.
- To deliver outstanding customer service to members of the public visiting the USPCA Charity Store.
- To ensure the store is clean and tidy and maintain a high standard of Store presentation through merchandising and window displays.
- To implement any promotions or seasonal initiatives as directed by the Charity Store Manager.
- To keep stock areas organised, managing the store stock, and communicating any stock issues to the Charity Store Manager.
- To price stock at a consistent level in accordance with USPCA pricing guidelines.
- To ensure that the floor stock density is kept full by ensuring there is always adequate quality stock available.
- To ensure all items are priced, sized and ticketed before placing on the store floor and online platforms.

- To rotate stock in line with the USPCA guidelines and to arrange for the recycling of unsold items.
- To actively recruit Gift Aid donors and ensure the USPCA Gift Aid process is always followed.
- To be responsible for cash handling and end of day banking and reconciliation procedures, reporting any differences to the Charity Store Manager.
- To assist in the recruitment, training, managing and retention of the Charity Store volunteers.
- To ensure all tasks are properly delegated to volunteers in accordance with training and abilities.
- To promote and encourage a good working environment to increase efficiency and role satisfaction.
- To maintain a visual presence for the charity and the charity store in the area and within the local community.
- In the absence of the Manager deal effectively with complaints in accordance with the USPCA complaints policy.
- To maintain the store as a safe environment for all staff, volunteers and visitors, ensuring any potential breaches are resolved promptly and bringing such matters to the attention of the Charity Store Manager as appropriate.

### General and other duties

- To be willing to undertake additional training.
- To manage all data relating to clients in accordance with GDPR legislation and confidentiality.
- To maintain required Health & Safety standards at all times.
- To promote the good image of the USPCA both internally and externally by communicating in a positive manner.
- To be an ambassador for the USPCA, supporting and endorsing the aims of the charity and promoting the good image of the charity when interacting with the public and colleagues.

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Operate within USPCA policies and procedures.

The nature of the position means that the post holder will also be expected to undertake any other task or work which arises within the scope of the role to meet the needs of our beneficiaries, including occasional travel and event attendance outside normal office hours.

# Person Specification

<b>Qualifications</b>	GCSEs in English & Maths at grade C or above.
<b>Essential Experience</b>	Minimum of one years' experience in supervisory role in a retail environment.
	Experience of delivering excellent customer service.
	Experience of cash handling and till reconciliation.
	Experience of managing a team.
<b>Desirable</b>	Retail Qualification
	Customer Service Qualification
	Experience of working in a charity store.
	Experience of managing a team of volunteers.
	Experience of managing a retail social media platform and online presence.
	The ability to recognise stock potential in order to generate income and the importance of attractive presentation.
	Experience of GDPR and health and safety regulations.
<b>Knowledge and Skills</b>	Exceptional people skills – ability to make the store a place that people want to visit.
	Strong written and verbal communication skills.
	Competence in IT systems including Microsoft Office.
	Results and sales target orientated.
	Excellent time management skills.
	Ability to think both creatively and strategically.
	Ability to work well under pressure through organising and prioritising work accordingly, planning and time management.
<b>Attributes</b>	Personal commitment to achieving high performance within the workplace.
	Commitment to animal welfare.
	Highest level of integrity and ethics, aligning to the USPCA values.
	Confidence, credibility and adaptability to change.
	Full Clean Driving Licence and full-time access to a car

# How to apply

Please complete the application pack and return it by email to: [recruitment@uspca.co.uk](mailto:recruitment@uspca.co.uk)

Or send by post to the following address:

USPCA  
Personnel – Confidential  
Units 5-6 Carnbane Industrial Estate  
Newry  
BT35 6PQ

You will also be asked to submit a separate **equality form** (see below).

The deadline is **Noon on 16<sup>th</sup> December 2024**.

## Equality Monitoring

Along with your application form, you will be asked to complete and return the Equal Opportunities Monitoring Form in a separate document. This won't be disclosed to anyone involved in shortlisting your application. **Please read the accompanying Disclosure Policy.**

## Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, "a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day to day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact [recruitment@uspca.co.uk](mailto:recruitment@uspca.co.uk) so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

## Equal Opportunities

The USPCA is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.



# Timeline

Application form, Equality Monitoring and Criminal Convictions forms to be submitted.

Noon, 16<sup>th</sup> December 2024

Interviews

tbc





Please submit your completed application pack to

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Personnel – Confidential  
Units 5-6 Carnbane Industrial Estate  
Newry BT35 6PQ

Or email it to

[recruitment@uspca.co.uk](mailto:recruitment@uspca.co.uk)

Tel: 028 3025 1000

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