

# JOB PROFILE



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Job Title: Shop and Gallery Supervisor

Department: Enterprises

Location: Outpost, Holloway Road

Reporting to: Assistant Shop and Gallery Manager

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## INTRODUCTION

PBHA is a housing association with charitable aims that creates positive change in people's lives. As well as homes and support, we empower people to learn, access work and discover their creative talents. Based mainly in Hackney and Islington, we work with people who are homeless, have mental ill health, learning difficulties and multiple needs. Our work enables people to move on and lead independent lives.

We are committed to mutual support, participation and personal development for both staff and service users.

### Putting the role in context

Outpost is PBHA's independent shop and gallery, and flagship social enterprise on Holloway Road. The shop stocks carefully curated and ethically sourced homewares, gifts and accessories as well as providing a platform for PBHA artists and makers to exhibit and sell their work. Alongside this, Outpost is a training facility providing opportunities for PBHA tenants and participants to gain valuable work experience and retail qualifications in a real work environment. In the gallery space, Outpost also hosts a programme of exhibitions, workshops and events for the local community.

### Aims of the Post

- To work with the Outpost Assistant Manager and Outpost team to ensure the successful sales and operations of Outpost as a retail business, training shop, gallery and community hub, enabling it to flourish and become a self-sustaining social enterprise
- To work with the Adult Learning and Employability - Retail Trainer to support the delivery of high quality retail work placement training programmes for PBHA tenants and participants to gain relevant skills and confidence, enabling learners to contribute to the enterprise
- To provide supervision and leadership for Outpost's team of volunteers, enabling volunteers to gain skills and contribute to the success of the enterprise
- To take an active role in the Outpost marketing and communications, promoting the business and PBHA's work and core values face to face with customers and through a range of platforms

### Specific Responsibilities

1. To provide excellent customer service and a welcoming atmosphere at Outpost in order to achieve ambitious sales targets, and promote PBHA services and core values.

2. To champion PBHA values and work, and the achievements of PBHA tenants and participants, and take a strengths based approach to maintaining a positive, encouraging and inclusive training environment.
3. To work with the Outpost Assistant Manager and the Outpost team to ensure financial targets and objectives are met as set out in the Outpost Business Plan and Budget.
4. To supervise the day to day retail operations and running of the shop and gallery, including effective customer service, sales, security, till transactions with cash and PDQ, cashing up procedures, stock control, financial reporting, banking, administration, housekeeping, and opening and closing procedures.
5. To work with the Training Team to support the delivery of high quality retail work placement training programmes for PBHA tenants and participants to gain relevant skills and confidence, and enabling learners to contribute to the success of the enterprise.
6. To work with the Outpost Assistant Manager to support Outpost's volunteer programme, enabling volunteers to gain skills and contribute to the success of the enterprise.
7. To assist with effective stock management at Outpost, including deliveries, till stock systems, stock control, administration, pricing, reports, manual stock takes, replenishment of product displays, storage organization and wastage.
8. To assist the team in creating and maintaining high standards of visual merchandising, eye-catching window displays, signage communications and presentation within the contemporary brand image and themes in order to maximise sales.
9. To develop product knowledge for the range of Outpost suppliers, artists and makers, in order to maximize sales through customer service and marketing, and for the training of tenants, participants and volunteers.
10. To work with the team to support a programme of exhibitions, events and workshops to engage PBHA tenants, participants and the local community.
11. To actively work with the Outpost team in the marketing and communications of Outpost, including building the brand value, increasing visitors, shop and gallery sales, community engagement, and PBHA's work and core values face to face and through a range of platforms.
12. To work with the team to support the maintenance of housekeeping, cleaning, facilities, equipment, sundries and services at Outpost, liaising with PBHA staff and external contractors.

### **General Responsibilities**

- Ensure adherence to PBHA policies and procedures
- Participate in key meetings

- Contribute to policy development, income generation, strategic and annual planning, corporate and cross-team activities, external partnerships and promotional activities as required
- Promote, develop and support PBHA's ethos, values and impact
- Provide cover for other team leaders and other workers

**All staff are expected to:**

- Work co-operatively as part of a team and with other teams
- Be involved in the selection and training of new workers and volunteers
- Participate in staff training and development activities, staff supervisions, appraisals and all relevant meetings
- Ensure the observation of all PBHA's policies and practices, including those relating to equality and diversity, data management, confidentiality, health and safety, financial control, standing orders, recruitment, supervision, appraisals, sickness and disciplinary
- Plan and organise own work with a minimum of day to day supervision
- Undertake all other reasonable duties

**General Information**

Please note that:

- Post holder must recognise the needs of the organisation to change role as is necessary for development.
- All PBHA work premises are non-smoking
- This role requires some lone working

**Accountability**

The post holder is accountable to the Outpost Assistant Manager.

**Main Conditions of Service**

This is a part time fixed term 3 months contract for 15 hours per week. Hours are to be worked on Friday and Saturday. A regular work pattern will be provided, however flexibility is required where reasonable and appropriate. Duties will occasionally be carried out over evenings and some public holidays. Overtime is not paid but time off in lieu is given.

Annual leave entitlement is 26 days per year plus normal bank holidays pro rata. This will rise after each completed year of service to a maximum of 30 days.

Salaries and expenses are guided, but not bound, by the Local Authority NJC scales and are revised each year. The full time equivalent salary for this post will be in the range of £21,726 - £22,377 points 16 to 18, and the starting salary will be £21,726 point 16. The pro rata salary for this post is £8,690. Post holders will be eligible for membership of the organisation's contributory pension scheme.

In common with all posts at PBHA, confirmation of appointment is subject to a probationary period (6months).

PBHA is committed to equal opportunities and anti-discriminatory practice.

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# ROLE REQUIREMENTS

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the role requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

The minimum experience required for the post is:

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by\*

- A, I • Experience of working in the retail sector in a customer facing sales team
- An interest and commitment to empowering vulnerable people to achieve greater independence

The competencies required for the post are the ability to:

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- A, I • Apply a passion for retail to charitable social enterprise
- Demonstrate a flair for creating a contemporary, welcoming shop and community hub that encourages footfall and participation.
- Take pride in interacting with service users and customers in a friendly and effective manner
- Motivate, train and coach people who are undertaking work experience or volunteering at Outpost
- Assist with marketing and communications using social media platforms to promote Outpost and PBHA's work
- A, I • Meet demanding sales targets that will generate a surplus in a difficult economic climate.
- A, I • Organise work effectively by prioritising, planning and excellent time management
- A, I • Be a self-starter, demonstrating initiative and a pro-active approach to meeting goals and targets
- Work cooperatively as part of a team and with other teams
- A, I • Demonstrate a high standard of literacy in English language and numeracy skills.
- Communicate effectively in English in verbal and written work.
- Use IT competently with MS Word, Excel, online marketing tools and social media.
- Be at ease with stock control and at least one stock programme.
- Ensure the observation of all PBHA's policies and practices, including those relating to equal opportunities.
- Be passionate about supporting individuals' development, and display patience and open mindedness
- Accommodate occasional changes to working patterns where reasonable and appropriate

**It is desirable that the candidate will have:**

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- A, I           • Experience of marketing and communications in the promotion of a business or organisation
- A, I           • A background in art or design and/or creative industries
- A, I           • To have worked in a paid or voluntary capacity with at least one of the following groups: people who have mental health conditions; learning difficulties; disabilities. People who have been homeless; or people with drug and alcohol related problems

**The successful candidate will need to be committed to:**

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- A               • Improving quality and raising standards of service.
- A, I           • Enabling participants in the project to take control of their own lives and become involved in the overall running of the project.
- A               • PBHA's Diversity and Equal Opportunities policy
- Co-operative team working
- Reducing waste, increasing recycling and embedding the ethos of buying local

**The successful candidate will**

- Have the flexibility to accommodate work responsibilities that occasionally extend beyond normal working hours at short notice.

**Assessed by\***

- A           Assessed through Application Form
- I           Assessed through Interview
- T           Assessed through Assessment