



Job Description

Retail Supervisor (Bank)

Line Manager: Charity Trading Manager

Line Reports: None

Retail Team
Train and Trade Team

Job Purpose

The Retail Supervisor (Bank) provides flexible, as-needed cover for Nansa's charity shops and retail outlets during staff absences, holidays, or busy periods. This role supports day-to-day shop operations, offering excellent customer service, maintaining shop presentation, and assisting with stock preparation and sales. Bank Retail Supervisors play an important part in helping Nansa raise vital funds through social enterprise, supporting inclusion and participation for people with SEND.

Key Responsibilities

Retail and Customer Service

- Serve customers on the shop floor, providing friendly, helpful, and inclusive service at all times.
- Operate the till, process sales and donations, and handle basic cash transactions securely.
- Maintain a tidy, welcoming retail environment and ensure stock is displayed attractively and safely.
- Be a key holder and follow opening/closing procedures, including cashing up.

Stock and Pricing Support

- Sort, price, and prepare donated goods for sale in line with organisational pricing guidelines.
- Assist with stock rotation, replenishment, and merchandise layout as required.

- Support preparation and dispatch of online sales items (e.g., for eBay), where relevant.
- Promote *Gift Aid* when accepting donations; helping Nansa increase the value of donated goods by 25% when the donor is a UK taxpayer.

Health, Safety and Safeguarding

- Follow health and safety procedures to ensure a safe environment for customers, staff, and volunteers.
- Contribute to general cleanliness, risk awareness, and safe manual handling practices.
- Be alert to safeguarding concerns and report issues appropriately, following Nansa policies.

Support for Trainees and Volunteers

- Provide informal support and encouragement to trainees or volunteers working in the shop.
- Work collaboratively with Train and Trade Coaches when applicable, contributing to a supportive learning environment.

Teamwork and Flexibility

- Respond flexibly to changing needs, covering shifts on short notice when available at any one of our shops.
- Communicate effectively with the Charity Trading Manager and permanent shop staff.
- Participate in handovers and maintain accurate records as required during your shift.

Person Specification

Essential Skills and Experience

- Experience working in a retail or customer-facing environment.
- Ability to provide excellent service and create a positive experience for a wide range of customers.
- Confidence handling cash and working with tills or card machines.
- Willingness to learn and follow health and safety, safeguarding, and organisational procedures.

Desirable Skills and Experience

- Experience working in a charity shop or similar social enterprise.
- Familiarity with pricing donated goods or working with volunteers.

- Experience supporting people with learning disabilities or additional needs.

Personal Attributes

- Friendly, approachable, and customer-focused.
- Reliable and flexible—able to work occasional, short-notice shifts.
- Practical, proactive, and willing to take initiative in a busy shop environment.
- Respectful, inclusive, and values-led in all interactions.
- Team player with a commitment to supporting Nansa's mission.