



Vacancy

Charity Shop Supervisor

Location – Jerry Green Dog Rescue, 10 Springs Parade, Brigg, DN20 8EQ

Salary - £15,614.24 per annum

Hours - 22.5 hours over 3 days to include some Saturdays and bank holidays and holiday/sickness cover

Help us give every dog the home they deserve

Jerry Green Dog Rescue is looking for a Shop Supervisor to join our Brigg Charity Shop. This is an exciting opportunity to combine your retail skills with a real purpose – raising vital funds to help rescue, support, and rehome dogs in need.

In this role, you'll support the Shop Manager with the day-to-day running of the shop, leading by example to deliver excellent customer service and a safe, welcoming environment. You'll supervise and motivate volunteers, ensure stock is well-presented and priced to maximise sales, and promote Gift Aid to boost income. As a keyholder, you'll also take responsibility for opening, closing, and ensuring compliance with all safety and retail standards.

Retail or supervisory experience would be an advantage, but just as important is your ability to lead with kindness, compassion, honesty, and purpose.

Benefits include

- 29 days' annual leave (pro rata to employment time and hours worked)
- Employee Assistance Programme
- Discounts through Bright HR, Charity Workers and Give as You Live platforms
- Paid sick leave (dependent on time of service)
- NEST pension

To apply please go to the vacancy page on our website and upload your CV and cover letter.

Closing date: Thursday 10th September 2026 at 12 noon

JOB DESCRIPTION

Job Title:	Charity Shop Supervisor
Team:	Retail – Brigg
Line Manager Job Title:	Charity Shop Manager
Direct Reports:	None but there's an expectation you will deputise in the absence of the Manager and supervise the volunteers.
Hours:	22.5 hours per week over 3 days (including some Saturdays and bank holidays)
Salary:	£15,614.24 per annum

Role Purpose:

To assist the Charity Shop Manager develop and manage an outstanding charity shop, achieving sales growth and KPIs by delivering excellent customer service, operational excellence and inspirational leadership.

Key Relationships:

Internal Contacts

- Support Functions
- Head of Retail
- Retail Area Manager

External Contacts

Local shop owners
Local networks

Key Outputs & Tasks:

Shop Performance & Operations

- Maintain a consistently safe, clean, and welcoming shop environment that delivers an excellent customer experience.
- Maximise income and profitability by ensuring high standards of stock presentation, merchandising, pricing, and housekeeping.
- Contribute to achieving and exceeding shop sales targets through effective daily operations.

Team Leadership

- Build a motivated, capable volunteer team by providing effective training, support, and day-to-day guidance.
- Foster a positive, inclusive, and values-driven culture where volunteers feel engaged and confident.

Customer & Community Engagement

- Strengthen the shop's reputation and customer base by contributing to local activities, events, and social media promotion.
- Enhance community relationships that increase donations, footfall, and awareness of the charity's mission.

Financial Contribution

- Accurately monitor and record daily takings, ensuring timely and secure banking.
- Consistently work towards and support the achievement of shop income and fundraising goals.

Stock & Donations

- Secure and grow stock donations to maintain optimum levels for sales.
- Ensure donations are processed efficiently, with appropriate quality control and pricing that maximises value.
- Drive Gift Aid conversion rates by actively encouraging sign-ups and supporting the team's understanding of its impact.
- Promote sustainable retail practices, reducing waste and maximising reuse.

Compliance & Safety

- Safeguard the premises as a trusted keyholder, ensuring secure opening and closing of the shop.
- In the manager's absence being responsible for ensuring compliance with all relevant safety and operational procedures.

Essential Knowledge, Skills, and Experience:

- Experience in the retail sector and understanding of budgets, cash handling, stock management etc. would be an advantage
- Excellent communication skills
- In the manager's absence, provide guidance and support the volunteers
- High level of accuracy and attention to detail
- Ability to achieve targets and KPI's
- Ability to work as part of a team and independently
- Computer literate & confident using tills; able to use electronic communication
- Ability to travel when required to cover other shops
- Ability to cover holidays and absence

How you'll work in line with our Values:

- **JG upholds the organisational Values of Kindness, Compassion, Honesty & Purposefulness in all we do.**
- You understand what our customers are looking for. You are a great communicator – warm, honest, and helpful – and you leave people feeling supported and valued. You are able to create an amazing shop that is both commercially successful and a hub of kindness.
- **Kindness** – Create a welcoming and kind customer-focused atmosphere everyone with respect and kindness.
- **Purposeful** – Working and leading with a clear intent and efficiency, in alignment with the Retail annual plan, supporting the Charity Retail manager, on the deliverables of the shop and wider retail department. Leading on the planning and organising whilst acting commercially.
- **Compassion** – Act as a compassionate ambassador, promoting the charities mission to support dogs through rescuing, rehabilitation and rehoming. Ensuring the shop team provides a compassionate environment – for each other, for our supporters and customers.
- **Honesty** – Ensuring shop operations are undertaken in a transparent, ethical and is compliant with Charity retail standards. Encouraging an honest and psychologically-safe working environment for colleagues and volunteers alike

Key Performance Indicators:

- Adhering to the Retail Annual Plan
- Being part of an efficient and successful team in a supportive environment
- Supporting the Shop Manager and volunteer team to meet the shop KPIs & profit targets
- Creating sales opportunities and aligning spend to the shop budget
- Encourage and train the team to ensure Gift Aid targets met
- Working with the team to ensure that high standards within the shop environment and compliance objectives are met
- Creating and promoting community relationships

- Supporting the Shop Manager to ensure excellent Fundraising and Volunteer management
- Stock loss managed in line with expectations

**Date Job Description
Prepared:**

September 2025

This job description is intended to provide a general overview of the requirements of the role. It is not a contractual document and does not form part of any contract of employment. The duties and responsibilities outlined may be subject to change at any time to meet the needs of the organisation.