Vacancy

Charity Shop Cross Site Supervisor

Across North Lincolnshire and Retford regions

Help us give every dog the home they deserve

We are looking for an energetic person with enthusiasm, excellent customer service focus, with a flexible approach, to work across our 6 Charity Retail Shops in the North Lincolnshire and Retford area as a Cross Site Supervisor. To provide effective assistance to the management in the efficient running of our retail shops.

The position is for 22.5 hours per week, to include some Saturdays, adhering to a flexible rota (overtime will be required on occasion), with driving needed to all sites across the shop portfolio in the region.

Current shops in this portfolio include;

- Brigg
- Scunthorpe
- Ashby
- Retford
- Gainsborough
- Immingham

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

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

Closing date Thursday 26th November 2026 @ 12 noon.

Shortlisted candidates only will be contacted after this date.

JOB DESCRIPTION

Job Title:	Charity Shop Cross-site Supervisor
Hours:	22.5 hours per week 8.45am – 4.45pm over 3 days to include some Saturdays adhering to a flexible rota (overtime will be required on occasion)
Salary:	£15,614.24 per annum
Team:	Retail
Location:	Across the Lincolnshire regions and Retford
Line Manager Job Title:	Interim Retail Operations Manager
Direct Reports:	Volunteers

Role Purpose:

To provide shop cover across all sites assisting the shop manager to develop and manage an outstanding charity shop, achieving sales growth and KPI's through delivering excellent customer service, operational excellence and inspirational leadership

Key Relationships:

Internal Contacts

1. Retail Operation Manager and Shop Managers
2. Shop Volunteers
3. Team members and Colleagues

External contacts

1. Local shop owners
2. Customers, Donors and Supporters
3. Local Community and Networks

Key Outputs & Tasks:

Deliver excellent customer experience and maximise the net income of the shop including:

- In conjunction with the Retail Operations Manager and Shop Manager, ensure that stock density, generation, rotation, and space allocation procedures are adhered to, to optimise sales potential.
- Ensure a high standard of merchandising, presentation, and display within the shop.
- Stock procurement, stock processing, shop floor duties, customer service.
- Develop a team of competent volunteers through effective recruitment, training, and effective management in the following areas.
- Ensure that optimum price levels for merchandise are achieved in conjunction with the pricing policy.
- Encourage Gift Aid sign-up and support the wider team to maximise sign-ups.
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises, including reviewing maintenance requirements and reporting issues to relevant departments.

Support the development of the shop:

- Assist in the implementation of changes and new initiatives as required by the Retail Operations Manager and Shop Manager
- Promote the presence of the shop within the local community through shop activities, events, and social media to promote the Charity and encourage good public relations.

Work safely and within policies and procedures:

- Use resources available to ensure compliance in delivering the volunteer policy and effectively use our health and safety and safeguarding procedures.

- To function as key holder, to open and close the shop for agreed trading hours and ensure the security of the building on leaving.
- Compliance with all JGDR policies and procedures and ensure volunteers do so (including GDPR, Health and Safety, Lone Working, Safeguarding)
- To undertake any other reasonable duties required by the management.

Essential Knowledge, Skills, and Experience:

Essential

- Ability to transport yourself within the Lincolnshire and Nottinghamshire areas
- Proven experience in the retail sector and good understanding of budgets, cash handling, stock management etc.
- Excellent communication skills
- High level of accuracy and attention to detail
- Ability to work to 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 cover Shop Manager and Shop Supervisors annual leave and sickness absences
- To be customer-focused and have a friendly, professional open manner.
- Leading effectively to support the retail volunteer teams
- A flair for planning and organizing to support the shop to be its best.
- Valuing diversity and building inclusivity
- Acting with commercial thinking
- Taking personal responsibility for standard and quality of work, shop, and team's performance
- Responsible for personal development

How you'll work in line with our Values:

Jerry Green Dog Rescue upholds the organisational Values of Kindness, Compassion, Honesty & Purposefulness in all our work.

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 where everyone is treated with respect and kindness.

Purposeful – Working and leading with a clear intent and efficiency, in alignment with the Retail Annual Plan, supporting the Retail Operations Manager, on the deliverables of the shop and wider retail department. Leading on the planning and organising for the shop whilst acting commercially.

Compassion – Act as a compassionate ambassador, promoting the charity's 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 and ethical manner 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:	November 2026
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.	