

Shop Supervisor
Fallin Community Enterprises Recyke-a-bike

Position :	Shop Supervisor
Reports to:	Operations/Workshop Manager
Location:	Recyke-a-bike. Alloa road, Causewayhead, Stirling, FK9 5LN
Terms & Conditions	28 hours per week (4 days over 7, one of which is Saturday), Salary £14,560 pro rata (£18,200 FTE), annual leave 25 days p.a including bank holidays pro rata (31 days FTE). Contributory pension, death in service benefit, team discount in shop and café, free membership of Forthbike.

ABOUT THE ORGANISATION:

Fallin Community Enterprises is a Scottish charity & business limited by guarantee operating as a Social Enterprise. Recyke-a-bike is the project of Fallin Community Enterprises where the main business is recycling bicycles and delivering cycle related activities that will not just reduce the impact of waste on the environment, but will also generate jobs, provide training and opportunities for the community of Fallin and beyond. Recyke-a-bike also operates a community cafe.

PURPOSE OF ROLE:

We are looking for an experienced Shop Supervisor to join our team. You will perform a variety of retail tasks including daily shop operations and finances, ensuring customer service is met, whilst ensuring compliance with GDPR. As the supervisor, your role is to ensure that you and the team share a passion and contribute to a quality customer experience. You supervise to train and develop the sales assistants, volunteers and placements. You will be responsible for customer service, and meeting the Revolve standards. For this position, you should have excellent verbal and written communication skills, and able to use your organisational skills to manage and develop the shop and your time. Ideally you will be enthusiastic about bikes and have some technical knowledge of bikes or be willing to learn.

MAIN DUTIES & RESPONSIBILITIES:

- To run the Recyke-a-bike retail facility including sales and repairs to meet both Revolve accreditation and Recyke-a-bike standards
- Oversee the ordering of shop stock, pricing of the bikes, parts and accessories
- Provide quality assurance, checking over completed bikes before customers purchase
- Oversee shop communications with the public, including social media
- Assist in diagnosing repair and maintenance work needed on customer bikes
- Monthly and quarterly monitoring and reporting of sales figures and bike donations
- Maintain sales database, and cash sales reporting at end of day cash reconciliation.
- Responsible for the cash and card transactions and the banking of retail facility cash
- To train and supervise shop volunteers in maintaining individual training plans
- To update specific training manual, and update processes and procedures.
- Ensure a welcoming, accessible and respectful environment for all customers in the shop
- Oversee and deliver professional, accessible, and helpful customer service to a diverse customer base.
- To assist customers to choose the correct bike and size, and accessories for their purchase.
- Represent Recyke-a-bike organisation's mission (both shop and programs) to people who visit the shop
- Oversee and deliver professional, accessible, and helpful customer service to a diverse customer base.
- To carry out any reasonable duties other than those given in the job description required for the effective delivery of the aims of your employer

- To be responsible for their day to day activities and health and safety input concerning the areas where they are working including cleanliness and security

RELATIONSHIPS & ACCOUNTABILITY

Internally the post holder reports to the Recyke-a-bike Operations Manager and Workshop Manager and for day-to-day work with liaison internally with other Recyke-a-bike managers, and team

Performance will be measured against targets agreed with the Recyke-a-bike Operations Manager and ongoing evidence of attainment of targets through supervision and appraisal.

JOBHOLDER REQUIREMENTS

The post holder will have:

- Excellent computer literacy skills (E)
- A high level of integrity and confidentiality (E)
- Previous experience of working or volunteering in an Community Bike shop or bike industry (D)
- Proficient bike mechanic skills (D)
- Excellent organisational skills (E)
- A friendly and welcoming manner (E)
- The ability to work as a team player (E)
- Strong communication and interpersonal skills, both written and verbal (E)
- To enjoy working with people (E)
- Experience of resolving customer complaints (E)
- Experience in cash management and ordering (D)
- An enthusiasm for and understanding of social enterprise and community regeneration (E)
- A commitment to recycling and working within the voluntary sector (E)

Personal Qualities Required:

- A willingness for continued learning and personal development (E)
- A keen cyclist and passion and understanding for all types of cycling. (D)
- An ability to work without supervision, as part of a team and to take the initiative where necessary (E)
- A willingness to be flexible in approach (E)
- A commitment to upholding Recyke-a-bike's non-discrimination policy, below (E)

(D – desirable, E – essential)

Additional Information:

The shift pattern is 9am to 5pm, four days out of seven, one of which will always be Saturday.

Recyke-a-bike activities include working with children and vulnerable adults; this post holder must be willing to undertake a Disclosure Scotland PVG as a requirement for this post.

The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility with any changes being undertaken in agreement with the post holder.

Non-discrimination statement:

Recyke-a-bike commits to providing equality of services and care to everyone, regardless of people's age, disability, gender, gender identity, race, religion or belief or sexual orientation.

Sounds very official, doesn't it? It's more or less copied and pasted from a 'how to' guide. What we mean is... Just be you – we'll welcome, respect, value, support and encourage you for who you are. The world would be very boring if everyone was the same, we believe diversity is cause for celebration and we hope that everyone feels welcome at Recyke-a-bike. All we ask is that you extend the same courtesy to our staff, volunteers and customers too – thank you.