**Job Description**

Job Title: Branch sales and operations supervisor

Line Manager: General Manager

Location: Dysart

Hours: 37.5 hours per week, worked over a 6 day period, Monday to Saturday.

Salary: £30,000

**Job Purpose:**

Lead our Dysart sales team and assume responsibility for the management of the on-site staff, reporting weekly to the General Manager.

1. **Main Responsibilities**

Sales:

Direct management responsibility for Dysart sales team.

Develop new ways of promoting sales, broadening the sales range, and also focus on implementing online store and online marketplace sales.

Identify new markets and customer bases.

Manage the sales teams for Dysart and provide other management and operations back up, volunteer recruitment and co-ordination across both stores.

Ensure shop floor is clean, organised and dynamic.

Warehouse Operations

* Provide back up management support to co-ordinate and supervise the activities of operations staff, volunteers and work placements.
* Ensure the smooth running of the warehouse in conjunction with the sales team.
* Ensure compliance with Health and Safety Regulations throughout the work place, ensuring safe working practices by all members of staff.
* Ensure that all goods in and out warehouse to shop floor are stored in their correct designated area to minimise any potential damage and that any repairs/cleaning needs are carried out by an appropriate team member.
* Support other team members of staff by working with them and assisting them to improve their on-the-job skills, reporting any training needs to the operations/sales co-ordinator.

Back up warehouse/operations supervisory and management roles to

* Ensure deliveries and collections are carried out daily in a timely manner.
* Ensure drivers are carrying out regular vehicle maintenance checks and assist as appropriate, reporting any maintenance requirements to the operations/sales co-ordinator.
* Ensure drivers are restraining collected items correctly to prevent damage and/or accidents.
* Ensure drivers have appropriate breaks in accordance with driving hour regulations.
* Supervise loading and unloading of vehicles, recording any damages
* Check incoming items match collection sheets
* Liaise with sales support staff for any special requirements for vehicles workloads
* Assist in driving duties as and when required

**General**

* Work on own initiatives as part of a team to ensure that the mission of Furniture Plus is understood and promoted at all times.
* Assist with maintaining standards of service to customers
1. **Knowledge, Skills and Experience Required**
* Strong background and proven track record in retail sales
* Proven track record in sales in a managerial role, managing people and customers in a busy and challenging environment
* Demonstrate ability to achieve/exceed sales and performance targets
* Experience of developing and promoting online methods of sales
* IT proficient with skills in EPOS systems, Content Management Systems and other office tools such as Word and Excel
* Experience in Preparing and agreeing performance management agreements and in year and end of year reports.
* Knowledge and practical experience of working in a warehouse environment
* Ability to demonstrate a creative approach
* Flexibility
* Ability to deal with the physical demands of the role
* Be sympathetic with and supportive of the aims of the charity

Essential criteria

Full UK driving licence required.

The post holder may be required to perform duties appropriate to the post other than those given in this Job Description or as directed by the General Manager. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and would not in themselves justify reconsideration of the grading.

Application by cv and covering letter explaining why you would fit the role.

Deadline 18 July 2025