

Job Description

Position title	ReUse Shop Supervisor
Date	September 25
Line manager title	Site Manager
Grade	12

Purpose

(the 'why' of the position, within which limits and according to what objectives)

The generation and development of sales via our reuse shop, by managing the collection, repair and reselling of recovered items from our HWRC's and donated items. Including online posting, advert creation, image capture and stock management to support the reuse agreements. Managing the team of operatives working within the Reuse shop.

Key responsibilities

Performance:

- To achieve financial targets, meet operational cost targets and deliver targeted sales through detailed analysis of P&L.
- To support Contract management in the formulation and implementation of the ReUse business plan to support growth of reuse within the region.
- Build and maintain a trusted relationship with the client on all aspects of ReUse shop performance.

Warehouse Hub:

- Coordinate and monitor the receipt, repair, and dispatch of goods according to the Standard Operating Protocols.
- Keep stock control systems up to date and make sure inventories are accurate.
- Produce regular reports and statistics on a daily, weekly, and monthly basis.
- Maintain standards of health and safety in the work environment.
- Manage the planned maintenance of vehicles, machinery, and equipment associated with the Hub operations.
- Oversee the maintenance and operation of warehouse management systems and automated storage and retrieval systems, including training staff on how to use.

Workshop / Repair Pod:

- Ensure goods are cleaned, repaired, and tested according to the Quality Standard Operating Protocol.
- Ensure full compliance with all relevant guidance and regulations for ReUse, ensuring that all items offered for sale are fit for sale.
- Develop and manage relationships with local third sector organisations who provide their services to the hub.

Retail:

- Achieve sales targets for the ReUse shop.
- Analyse key performance indicators to anticipate future product needs.
- Maximise customer interest and sales levels by displaying products appropriately.
- Forecast profit/sales and plan budgets.
- Maintain excellent levels of customer service and retail standards.
- Work with internal colleagues to develop an online selling platform to promote additional sales.

Key responsibilities

Events Space:

- Contribute to the creation of an events space at one of the sites.
- Arrange and hold minimum 4 community/educational events each year (either onsite or on third party premises)
- Maintain excellent levels of customer service and standards.

General responsibilities:

- Ensure the ReUse shop always comply with current legislation.
- Contribute to the creation of and follow standards operations processes for the receipt, repair, quality check, transport and sale of goods donated to the central ReUse shop from the HWRCs.
- Recruitment, training, management, and support of staff, third sector organisations and volunteers, as well as monitoring staff performance.
- Ensure effective security of stock, equipment and premises.
- Promote a culture of excellent customer service as well as equality and diversity to ensure we offer an accessible, safe, and welcoming environment to all.
- Promote the ReUse shops via social media.
- Motivate, organise, and encourage teamwork within the workforce to ensure productivity targets are met or exceeded.
- Maintain accurate up-to-date information on all aspects of trading activity and required for regular reporting to the Operations Manager and other parties in line with GDPR legislation to ensure accurate operations.
- Conformance and understanding of all relevant H&S practices including manual handling

Behaviours

- Passionate about the circular economy and how we can influence and drive the world of reuse to support our local area.
- Willingness to work shifts including weekends and alternate locations when required.
- Lone working when necessary
- Develop a close and professional supportive working relationship with the reuse team, and the wider business unit operations colleagues.
- Commitment to providing training/work experience opportunities to the third sector and people from disadvantaged backgrounds.

Skills

- Ability to lead and motivate a diverse small team of staff and/or volunteers.
- Aptitude to develop and implement a visual strategy for displaying products.
- PC / Photographic competency to capture relevant product images and process to enable products to be uploaded onto the App system for sale.
- PC literacy to create and control advert content / product description to ensure accuracy and compliance in a positive and appealing light

Knowledge

- Knowledge of retail and internet selling
- Customer Service
- Experience of accurate stock control
- Familiarity with H&S and trading standards within the workplace/sales environment
- Awareness and understanding of equality, diversity and health and social issues.

Specific candidate requirements

- Retail Experience
- B2C sales experience, including positive communications via various media/ face to face customer service
- Data gathering/reporting ability
- PC Literate
- Health and Safety Compliance
- Compliance with legislation and adherence to policy
- Passionate about reuse and the environment

Qualifications

- Equivalent of Grade A-C in GCSE Maths and English Language.

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.