

Dial

West Cheshire

Improving the lives of disabled people

Shopmobility Supervisor

Job vacancy information and further details for candidates



September 2020



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Registered Charity No: 1156120
Company Limited by Guarantee No: 8831095
Registered in England & Wales

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About Dial West Cheshire

Dial West Cheshire is an award-winning local charity with a history dating back to 1986. We provide a range of services aimed at enabling disabled people and older people to live sustained, independent lives.

Our Disability Rights Centre and Café are based at Dial House in Hamilton Place, Chester and we run Shopmobility Services (daily hire of mobility scooters and wheelchairs to enable disabled people to access shops and other facilities) from town centre locations in Ellesmere Port, Chester, Northwich and Winsford.

As well as providing services which improve the lives of disabled people, we actively encourage people with disabilities and long term health conditions to work or volunteer with us. Our services are delivered by teams consisting of paid workers supported by volunteers.

Further information is available from our website: www.dialwestcheshire.org.uk

Vision, Mission and Values

Vision

Dial West Cheshire's vision is a society where disabled people and older people can participate equally as full citizens.

Mission

Our aim is to empower disabled people and older people to live sustained, independent lives. Our objectives are to:

- Reduce poverty and improve economic status
- Reduce social isolation
- Improve health and well being
- Raise awareness of needs and aspirations
- Provide opportunities for volunteering, training and employment

Values

Dial West Cheshire:

- Promotes and seeks implementation of the **Social Model of Disability**, through our own work and by working with partners, in recognition that people with impairments are disabled by attitudinal, environmental and institutional barriers in society.
- Recognises and supports the **Equality, Diversity and Rights** of disabled people.
- Believes in an **Inclusive Society** in which all disabled people have the support necessary to participate fully.
- Aims to be **Trusted** by those we help and work with.
- **Cares** about our people and our customers.
- Aims to be a **Beacon of Best Practice** throughout our work.
- Is **Committed to Achieving Quality** in the delivery of our work.

How to Apply and Closing Date

This rewarding role is an exciting opportunity for someone with a passion for great customer service to champion Dial West Cheshire's values. By putting your customers, team and community first, you will help us take forward our plans for growth – and make a real difference to our charity and the many people we support.

About you: With a good basic standard of education you will have a proven track record in customer service (ideally gained in a retail environment), excellent communication and teamwork skills, experience of supervising others, the ability to use EPOS (electronic till) systems and to work with minimal supervision. The ideal candidate will be mobile and able to travel to any of our 4 centres.

To apply, download the documents available from the vacancies page of our website www.dialwestcheshire.org.uk/vacancies . You need to email a completed *Person Specification Template* together with your CV to richard.harland@dialwestcheshire.org.uk . You should provide brief examples of your experience and how you meet the criteria when completing the template.

The closing date is Thursday 24 September 2020. Interviews will take place on Thursday 1 October. For an informal discussion about the role please contact: Rich Harland, Shopmobility Manager, Dial West Cheshire, Shopmobility, Kaleyards car park, off Frodsham Street, Chester, CH1 3JH. Telephone: 01244 312626.

We will short list by checking evidence of the suitability of candidates against firstly, the essential, and secondly, the desirable, criteria in the person specification. As we are a 'Disability Confident Employer,' we are committed to interviewing all candidates who indicate that they have a disability who meet all the essential criteria for the post. Please advise us of any additional support needs, such as help needed to make an application, requirements at interview or reasonable adjustments which can be considered to enable you to fulfil the job role.

Please note that we will **not** be writing to applicants who have not been shortlisted for interview. If you have not heard from us by Tuesday 29 September you should assume that your application has been unsuccessful.

Job Description

Job Title: **Shopmobility Supervisor**

Responsible to: Shopmobility Manager Responsible for: Volunteers (incl disabled people)

Salary: £15,870

Hours: 35 hrs / wk (normally over 5 days, to include weekend working)

Location(s): Chester and Ellesmere Port (plus occasional cover in Northwich & Winsford)

Job Purpose:

- To effectively supervise the day to day running of the Shopmobility Centres, staff and volunteers, with the aim of achieving optimum revenue by maximising sales and controlling income and expenditure. To support the delivery of the Dial West Cheshire Shopmobility Service (providing daily hire of mobility scooters and wheelchairs) overseeing efficient, effective and safe operating systems which ensure an excellent, friendly, accessible, welcoming and reliable service. Support the delivery of the Shopmobility Service across West Cheshire, form our centres in Ellesmere Port, Chester, Northwich and Winsford.

Principal Responsibilities:

- To ensure the centre's revenue/sales performance is maximised, actively seeking ways to improve the shop's performance on a continuous basis.
- To demonstrate excellent customer service, internally and externally, always promoting good practice within the shop and providing guidance, feedback and coaching to the team members as required.
- To meet required performance standards and targets. Motivating, managing and supporting staff and volunteers in the achievement of Key Performance Indicator targets.
- To supervise and encourage team members and volunteers to maximise their potential through continuous learning whilst challenging and dealing with under performance.
- Oversee effective electronic and paper-based systems and procedures, including the reconciliation of income and expenditure using, for example, the Electronic Point of Sale (EPOS) system as well as associated databases and other software.
- To be responsible for cash handling, banking and associated administration and reports.
- To ensure accurate stock control.
- To comply with organisational policies and procedures, particularly in relation to health and safety regulations and safeguarding of vulnerable people.
- To maintain a good standard of housekeeping, creating an environment that is pleasant and safe for customers, staff and volunteers.
- To present a positive and professional image to customers, staff and volunteers at all times, being an ambassador for Dial West Cheshire.
- To act as a key holder.
- To act flexibly, according to the needs of individuals and of the organisation.
- To maintain confidentiality in all aspects of work.

Person Specification

Essential Criteria	How Assessed	Desirable Criteria	How Assessed
3 GCSE qualifications at grade C or above, or equivalent	A, C		
Experience of customer service gained within a retail environment	A, I	Experience of working with individuals or groups who are not employed	A, I
Experience of working in accordance with Health & Safety requirements	A, I		
Experience of working within a team and of providing supervision and training for others	A, I		
Excellent communication skills, both oral and written as well as ICT related	A, I,	Knowledge of independent living aids and the suitability of equipment for people with various impairments	A, I
Ability to work on own initiative and to react to situations by implementing solutions with minimal supervision	A, I		
Good working knowledge of ICT systems, including Electronic Point of Sale Systems (EPOS) and Microsoft office	A, I		
Well organised and able to manage a busy service	A, I		
Aligned to Dial West Cheshire's values and committed to the social model of disability	A, I		
The ability to travel frequently between Dial West Cheshire's sites as well as occasionally across Cheshire and the surrounding area	A, I		
Willingness to work flexibly to meet the needs of the service	A, I		
<p>KEY to symbols used in 'How Assessed' column: A = application form, I = interview, C = Certificates, P = Presentation</p>			