

## **Job Description**

**Post title:** Shopmobility Supervisor  
**Responsible to:** CEO of Voluntary Action Swindon (VAS)  
**Salary:** £20,000 - £22,000 depending on experience

**Hours:**

A permanent role – 35 hours per week. The post holder will need to ensure that the Shopmobility service is staffed during all its operating hours (currently 9-4.30 Mon-Fri and 9-3.30 Saturdays) and therefore some Saturday working may be required.

### **Purpose of the post**

To be responsible for all aspects of the day to day running of the Shopmobility service.

### **Key Accountabilities**

1. Ensure the service is staffed throughout its advertised opening hours - scheduling rotas so that volunteers and/or other VAS colleagues cover periods when you are not staffing the service personally
2. Provide a consistently high standard of service to customers. Conduct regular surveys to monitor customer satisfaction levels and measure the impact of the service on their wellbeing (quality of life and mental health), implementing improvement actions as/where applicable
3. Recruit, train and supervise volunteers to help staff the service.
4. Demonstrate safe use of the equipment to customers
5. Ensure the service becomes financially self-sufficient by the time local authority funding ceases (in 3 years' time) by e.g. promoting the service to attract new customers, securing grants, developing other new income sources
6. Carry out appropriate administration tasks e.g. maintaining data on use of the service, administering annual memberships, handling and recording financial transactions
7. Maintain, update as required and adhere to operational and health and safety procedures
8. Carry out and document regular checks and minor maintenance of the equipment. Arrange servicing and more complex repairs via external contractors as required
9. Keep the Shopmobility unit in a clean and tidy state
10. Any other duties reasonably required to ensure the smooth running of the service and/or to assist other VAS colleagues

## Person Specification

	Criteria	Essential / Desirable
1	Good interpersonal skills – able to communicate in a friendly and helpful way to a wide range of people	E
2	Awareness and understanding of disability and access issues	D
3	Experience of recruiting, training and supervising others	E
4	Strong personal organisation skills – and ability to organise others	E
5	Self-starter. Able to deliver without the need for constant, close supervision	E
6	Commercial acumen – able to develop the service so that it runs on a self-sustaining basis	E
7	Solid office IT skills	E
8	Good standard of education (GCSE level or above)	D
9	Flexible and adaptable	E
10	Customer centric approach to delivering service	E
11	Basic maintenance skills	D
12	Willingness to work outside of Mon-Fri office hours if required	E
13	Ability to work on own and as part of a team	E
14	Monitoring, evaluating and report writing skills	D