



CHARITY SHOP SUPERVISORS ARNOLD





LINCS & NOTTS AIR AMBULANCE

Thank you for your interest in joining the Lincs & Notts Air Ambulance (LNAA). We are a friendly, inclusive and dynamic team focussed on ensuring we deliver the best possible pre-hospital critical care for the people of Lincolnshire and Nottinghamshire.

We are here to help save lives. Our highly skilled crews of doctors, paramedics and pilots take an emergency department to the scene. We respond to more missions every year, tending to patients in what is often their greatest hour of need.

Karen

CEO Karen Jobling

WHO WE ARE

Recently rated outstanding by the Care Quality Commission across all five areas that were inspected – Safe, Caring, Effective, Responsive and Well led, we are a friendly, inclusive, and dynamic team focused on ensuring we deliver the best possible service.

We aspire to be by the side of more patients.

We serve a population of almost 1.6m across Lincs & Notts. Since we first took to the air in 1994, we have responded to over 30,000 emergencies.

Accidents and medical emergencies can change lives forever and that's why we are committed to saving lives and providing cutting-edge, pre-hospital critical care.

In 2024 we were called to respond to over 1,700 incidents. Our crews respond 24/7, 365 days a year.

Our highly skilled team operate at the very forefront of Helicopter Emergency Medical Services (HEMS). They perform life-saving interventions, including emergency chest and heart surgical procedures, deliver emergency anaesthesia and administer blood transfusions to patients suffering from life-threatening blood loss.



HOW WE WORK

OUR VISION

To be by the side of more patients, enabling the delivery of world-class care.

OUR MISSION

To provide outstanding care, by helicopter and car, 24/7 to the people of Lincs, Notts and beyond.

OUR VALUES

We have four values (TRIC) that underpin everything we do.



TEAMWORK

Staff, crew, partners, volunteers and the community: one indivisible team.



RESPECT

We treat everyone with consideration, appreciation and acceptance.



INNOVATION

We aim high and embrace opportunities to improve and advance everything we do.



COMPASSION

We treat others with sensitivity, consideration and kindness.

MAIN PURPOSE

To successfully assist the Management team in providing a high quality of retail service at our new store in relation to agreed performance targets, generating maximum profits through the sale of donated goods and the effective coordination of the volunteer team, raising awareness of LNAA and building engagement in the local community.

To hold the shop in the Manager's absence, undertaking all appropriate duties to ensure the continued operation of the shop, including responsibility for Health & Safety and financial procedures as directed.

This role is critical to the efficient running of our Shops and will need to be results driven, well organised, hands on and have the passion and skills to motivate and empower a team of volunteers to maximise the efficient operation of our shops.

HOURS

15 Hours a week
A minimum of two days a week to include weekends.

SALARY

£ 9,828

£12.60 per hour

TYPE

Permanent

REPORTING TO

Charity Shop Manager

BASE

Arnold
(Town centre)

KEY ACCOUNTABILITIES

- Assisting managers with day-to-day operations to achieve agreed performance targets
- Help to support, train, co-ordinate and supervise the work of volunteers, motivating and empowering all
- Providing outstanding customer service to shop visitors
- Capable of a varied amount of manual handling, lifting and daily physical activity
- Effective stock processing, donation sorting and innovative recycling
- Keeping the shop clean, organised and inviting through engaging visual merchandising
- Actively increasing income through Gift Aid and innovative ways of working
- Actively engage with shop performance targets and analysis
- Embody our values and encourage an active interest in the shop and our charitable mission
- Undertaking any administrative and financial procedures as directed by the managers to deadline
- Serving as keyholder and ensuring shop security when needed
- Ensure compliance with Health & Safety and Safeguarding procedures as a priority
- Motivate and empower volunteers
- Encouraging local community engagement raising the profile and awareness of LNAA

PERSON SPECIFICATION

Essential

- GCSEs in English and Maths or equivalent standard of education or vocational qualification
- Good verbal and written communication
- Previous experience working in a retail environment
- Demonstrable experience of working with volunteers
- Passionate about providing excellent customer experience
- Computer literate
- Ability to control quality and value donations
- Flexible, proactive approach and attitude
- Self-motivated team player with an ability to inspire others
- Articulate and able to communicate with people at all levels
- Reliable and Resilient
- Engaged with the values and mission of the charity
- Ability to work weekends
- Ability to meet the physical demands of the role

Desirable

- Previous experience working in a charity retail environment
- Previous experience supporting and training volunteers
- Supervisory experience
- Knowledge of local community and geography
- Understanding of fashion brands and current trends
- Ability to value antiques, collectables & furniture
- Knowledge of online selling platforms
- Experience of supporting diverse groups of volunteers
- Enthusiastic, energetic and able to manage high volume workload
- Creative with an interest in visual presentation and display
- Full driving licence
- Willingness to travel to work at other location

Please note that we are currently unable to sponsor applicants for work visas in the UK. Therefore, you must have the right to work in the UK to be considered for this position. Applications from candidates who require visa sponsorship will not be considered.



2024 MISSION STATS

Lincs & Notts Air Ambulance | ambucopter.org.uk



1,724 MISSIONS

Our crews transported patients to 26 different hospitals including Hull Royal Infirmary, Sheffield Northern General and Nottingham's Queen's Medical Centre.

LOCATIONS

- 934 Lincolnshire
- 620 Nottinghamshire
- 114 Derbyshire
- 31 Leicestershire
- 7 Northamptonshire
- 6 Humberside
- 9 Yorkshire
- 1 Cambridgeshire
- 1 Rutland
- 1 Warwickshire



Registered Charity No. 1017501

INCIDENT TYPE

- 643 Medical
- 435 Road Traffic Collisions
- 139 Assaults
- 48 Sports / Leisure
- 264 Accidental Injury
- 195 Other



WE LOOK FORWARD TO HEARING FROM YOU

Lincs & Notts Air Ambulance is an equal opportunities employer and aims to ensure all applicants are treated fairly and equitably regardless of gender, race, colour, ethnicity, age, disabilities, social economic background, religious or political beliefs, marital status, maternity or paternity, or sexual orientation.



FUNDRAISING
REGULATOR



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