



Job Title	Shop and Post Office Supervisor	Job Description Date	January 2026
Department/Team	Public Engagement	Reports to	Retail Manager

Context

Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.

We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:

- **Nurture Belonging** – bringing people together through comradeship
- **Respect Individuals** – listening carefully and responding with care
- **Encourage Pride** – doing things well and to a high standard
- **Enjoy Life** – sharing warmth, positivity, and the occasional smile

As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.

Role Purpose:

RHC is a listed heritage site that encapsulates magnificent buildings designed by Sir Christopher Wren and Sir John Soane as well as 66 acres of grounds. Home to the iconic veteran community known as the 'Chelsea Pensioners' since 1692, RHC is a unique working historic building with a wealth of socio-military, natural and architectural heritage.

The Public Engagement team oversees RHC's public programmes, retail, community engagement, heritage volunteering, visitor services, interpretation, formal learning and education work, as well as acts as the organisational lead for the Chelsea History Festival, which was established in 2019 in conjunction with the National Army Museum and Chelsea Physic Garden.

RHC secured a £3.2million grant from the National Lottery Heritage Fund in autumn 2022 to restore and adapt the Grade II* Stable Yard, designed by Sir John Soane, into a Visitor, Outreach and Heritage Centre (Soane Stable Yard, SSY). This provided an improved visitor welcome and relocated all the public facing facilities to the Chelsea Gate entrance of the site. Within the SSY there is a café, souvenir shop and RHC Post Office, free exhibitions, talks and family activities and an outreach space. Tours led by Chelsea Pensioners start at the SSY and provide a valuable income to the RHC. Over 100,000 people visit to the site each year.

The purpose of this role is to be responsible for the day to day running of the SSY souvenir shop, Post Office counter and online shop. The role encompasses driving high levels of customer service, sales and visual merchandising, team management, overseeing inventory management and management of the online shop in the absence of the Retail Manager. The retail offer is supported by permanent staff, In Pensioners (Chelsea Pensioners) and volunteers.

This is a permanent full-time role (41 hours per week including lunch breaks) on a 5 over 7 day basis which will require regular weekend and some evening working (time off in lieu will be given for the shop opening outside of regular working hours).

The SSY, like the Royal Hospital, is a dementia inclusive space throughout. Staff will be trained and be expected to create an environment in which those living with dementia and their carers will be welcome.



Principal Accountabilities: 8-10 outcomes

Principal Tasks

Post Office

- Operating the Post Office Horizon automated system and maintain compliance with all Post Office protocol and procedures.
- Process a wide range of transactions and balance both monies and stock with a high degree of accuracy.
- Provide advice to customers to ensure that they select the right product that meets the needs of the customer.
- Provide guidance and training to other members of the Retail Team who provide cover for the Post Office counter.
- Cashing up.

Shop Supervisor

- Ensure the shop and Post Office counters are sufficiently staffed during all opening times with support from In Pensioners and Volunteers.
- Be responsible for the supervision of the Retail Assistant, In Pensioners and volunteers to ensure consistency of approach in delivering high standards of customer service.
- Support team training on operational procedures for using the EPOS till for retail sales and booking tours and events.
- Ensure any discrepancies in cash or card payments are investigated promptly.
- Ensure the shop is sufficiently stocked at all times and visual merchandising and housekeeping standards are adhered to.
- Support the receiving and storage of deliveries, receive stock accurately onto EPOS system.
- Support the fulfilment of on-line shop orders.
- Carry out accurate stocktakes when required.
- Support the Retail Manager and direct volunteers in the fulfilment of online sales.
- Assist with 'Pop Up' shop opportunities across the site during Events (e.g. Chelsea Flower Show) and at Outreach events.
- Ensure the shop is run safely and Health & Safety policies and procedures are adhered to.

Leadership expectations

The role holder is expected to:

- Demonstrate a strong commitment to the mission, aims, and values of the RHC.
- Maintain the highest standards of ethical and personal practice, ensuring that the wishes and rights of the Chelsea Pensioners are always fully understood and protected.
- Uphold and promote RHC's values (Enjoy Life; Nurture Belonging; Respect Individuals; Encourage Pride) and policies.
- Support other members of the team during busy periods.

Skills Knowledge and Experience

Essential Skills

- Teamworking and motivational supervisory skills
- Understands and respects everybody's contribution to the success of the Soane Stable Yard and able to proactively help and support fellow team members, sharing your knowledge and ideas.
- Ability to prioritise, multi-task and delegate



- Excellent customer service skills
- Knowledge of using relevant IT tools, including Post Office Horizon, EPOS and ticketing systems
- Computer literate, with a working knowledge of Microsoft Office (Word, Excel, Outlook)
- A good level of numeracy
- Visual merchandising

Desirable Skills

- Fully conversant with all Post Office procedures (Training will be provided where required)
- Knowledge of using online shop platforms

Knowledge and Experience

Essential

- At least 2 years in a customer focused role a charity setting
- Experience of shift work

Desirable

- Knowledge across the Post Office range of products offered. (Training will be provide where required).
- Experience of working within the heritage or museum sector, or other visitor attraction
- Experience of working with volunteers
- Experience supervising other team members

Competences

- Ability to maintain high levels of customer service
- Organised and able to work on own initiative
- Excellent attention to detail
- Ability to work calmly under pressure
- Both self-motivated and a team player

Qualifications:

GCSE Maths and English (or equivalent)

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.