



Five Acre Wood School Peggy's FAWtique Shop Supervisor

Context : Peggy's FAWtique is Five Acre Wood School's luxury farm and school shop - a pioneering retail training environment designed to provide the pupils of Five Acre Wood School with meaningful opportunities to develop life and employability skills. The shop sells high-quality produce, gifts, and handmade items linked to our school's horticultural and creative enterprises.

Hours :

Reports to: Head Teacher, Loose

Pay Grade: KSB

Job Description

Purpose of Job

The purpose of the Peggy's FAWtique Shop Supervisor role is to oversee the daily operation of Peggy's FAWtique, ensuring it functions as a high-quality, customer-focused retail space while serving as a practical learning environment for pupils with special educational needs. This role combines shop management, vocational teaching support, and pastoral care — enabling pupils to gain hands-on experience in retail operations, customer service, stock management and small business enterprise. The Shop Supervisor will work closely with curriculum and class teams to tailor experiences to individual pupil needs, fostering their confidence, independence, and work readiness.

Principal Accountabilities

Operational Management

- Oversee the day-to-day running of Peggy's FAWtique, ensuring smooth and efficient operations.
- Manage stock levels, including ordering, receiving, pricing, rotation and display.
- Maintain accurate sales and stock records and reconcile cash and card payments daily.
- Liaise with the finance team regarding budgets, invoicing and financial reporting.
- Ensure the shop is well-presented, welcoming and reflective of the school's values and ethos.
- Work with the curriculum and careers / enterprise teams to develop new product lines and merchandising ideas.
- Monitor and maintain high standards of cleanliness, organization and safety in all areas.

Pupil Engagement And Training

- Provide hands-on guidance and supervision to pupils working in the shop, ensuring they learn key retail skills including customer service, money handling, and teamwork.
- Support pupils with SEN in developing communication, problem-solving and independence.
- Work collaboratively with teaching staff to plan and deliver learning linked to enterprise and employability.
- Adapt tasks and communication methods to suit pupils' individual learning needs and EHCP outcomes.
- Monitor and record pupils' progress, providing feedback to class teams and contributing to assessment and review meetings.
- Encourage pupils' confidence and wellbeing through positive reinforcement and mentoring.

Customer Service And Community Engagement

- Provide excellent customer service and ensure all pupils understand and practise this standard.
- Handle customer queries, feedback and complaints professionally.
- Promote Peggy's FAWtique within the school and wider community, encouraging engagement and support.
- Assist with organising special events and enterprise initiatives that celebrate pupil achievements.

Administration And Financial Management

- Maintain accurate administrative records, including stock sheets, sales logs and risk assessments.
- Work in liaison with the Strategic Business Manager and finance team to ensure financial accountability.
- Support the production of reports on shop performance and pupil participation.
- Ensure compliance with GDPR, safeguarding and confidentiality protocols.

Safeguarding and Welfare

- Promote and sustain an environment where all pupils feel safe, supported, and respected.
- Work within the framework of school policies, including safeguarding and child protection.
- Undertake safeguarding and other mandatory training as required.
- Supervise pupils in both group and individual contexts, maintaining appropriate professional boundaries.
- Understand and respect the limits of your role and competence, referring concerns appropriately.

Multi-Agency Working

- Recognise and value the contribution of all staff and professionals involved in supporting pupils.
- Work collaboratively with teaching teams, therapists and external partners to ensure a joined-up approach to pupil learning and welfare.
- Contribute to meetings, reviews, and communications as required.

Sharing Information

- Provide feedback and observations to relevant staff to support planning and evaluation of learning.
- Maintain confidentiality at all times and share information in line with data protection and safeguarding policies.
- Understand when and how to share information to support the safety and progress of pupils.

Administration and Other Duties

- Prepare and maintain materials, displays and documentation for the shop.
- Undertake clerical duties to support shop and curriculum functions.
- Participate in performance management and professional development processes.
- Attend training, staff meetings and other learning activities as required.
- Contribute to school events and the wider life of Five Acre Wood.

Health and Safety

- Be aware of and implement your responsibilities under the school's Health and Safety Policy.
- Ensure Peggy's FAWtique complies with all relevant regulations, including manual handling and COSHH where applicable.
- Maintain a safe, tidy and hygienic environment for staff, pupils, and customers.
- Report and record any incidents, accidents, or hazards promptly.
- Ensure that all equipment is used correctly and maintained appropriately.

Your duties will initially be as set out in this job description, but they may be amended from time to time to reflect changes in or to the role.

Person Specification

Requirement	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> • Relevant qualification in retail, business, or customer service, or willingness to work towards gaining one. • A–C GCSE (or equivalent) in English and Maths. • Safeguarding and First Aid training (or willingness to complete). 	<ul style="list-style-type: none"> • Food Hygiene / Health & Safety certification. • Vocational training or education qualification.
Experience	<ul style="list-style-type: none"> • Proven retail, customer service, or shop management experience. • Experience supervising or training others. • Experience working with young people or individuals with special needs. 	<ul style="list-style-type: none"> • Experience within an educational or SEN setting. • Experience with small business or enterprise projects.
Knowledge	<ul style="list-style-type: none"> • Understanding of stock control, sales and customer service principles. • Awareness of safeguarding and equality policies. • Knowledge of health and safety regulations relevant to retail. 	<ul style="list-style-type: none"> • Awareness of EHCP outcomes and differentiated learning. • Knowledge of merchandising or visual display principles.
Skills / Abilities	<ul style="list-style-type: none"> • Strong organisational and time management skills. • Excellent interpersonal and communication skills. • Ability to adapt support to individual pupil needs. 	<ul style="list-style-type: none"> • Creative approach to enterprise and product development.

Personal Qualities

- Basic financial management and IT skills.
- Patient, empathetic, and encouraging.
- Professional, discreet and respectful.
- Positive attitude and commitment to inclusion.
- Reliable, flexible, and adaptable.
- Team player with enthusiasm for pupil development.
- Creative thinker with a passion for community engagement.

Effort / Environment

- Ability to work in a dynamic and busy environment.
- Emotional resilience and ability to maintain professionalism in challenging situations.
- Commitment to upholding safeguarding protocols.
- Willingness to work occasional weekends or evenings for special events.