

JOB TITLE: RETAIL SUPERVISOR

EXAMPLE

SUMMARY: Situated in the heart of Southampton, we opened in the city centre over 10 years ago and have watched the area – and our store – grow to where it is today. Following our recent expansion, we are looking for a retail supervisor with a can-do attitude and a passion for change in the convenience sector. The right candidate will oversee a team of five, make sure deliveries are registered effectively and efficiently, and maintain the smooth running of the store.

RESPONSIBILITIES:

The day-to-day running of the store depends on the responsibilities we give our colleagues. These are:

- Working with the staff team to help with morning deliveries
- Delivering first-class customer service our customers have come to expect
- Effectively organising the stock room to make it easier for colleagues to replenish the store
- Continuing and encouraging staff development
- Being flexible with working hours and able to adapt and change to meet business requirements
- Maintaining the highest store standards
- Providing leadership to the store team
- Demonstrating sales by looking at EPoS data and identifying room for improvement
- Ensuring company policies and procedures are adhered to
- Ensuring the smooth running of the store in the manager's absence

SKILLS:

Having a positive attitude, good customer service skills and a knowledge of retail are vital to this role. It's also desirable for successful applicants to possess the following skills:

- Reliability, to ensure the smooth running of the store
- Great customer service skills
- The ability to drive sales through active selling
- Good communication skills
- Organisational skills are a plus, as you will be handling cash and organising deliveries
- Flexibility, as we trade seven days a week
- The ability to get to know our customers
- A desire to develop your knowledge of the convenience trade
- The ability to hit the ground running
- A can-do attitude, and always open and honest

JOB INFORMATION: We offer competitive rates of pay and require all our supervisors to do two weekends a month, early mornings to help with deliveries and an evening shift each week. An example shift pattern is stated below, but these are subject to change.

Monday: 7am-2pm, 8am-3pm, 10am-5pm, 5pm-10pm

Friday: 7am-2pm, 2pm-8pm, 2pm-10pm

Tuesday: 7am-2pm, 9am-1pm, 10am-4pm, 4pm-10pm

Saturday: 8am-3pm, 3pm-10pm

Wednesday: 7.30am-3pm, 10am-2pm, 2pm-6pm, 6pm-10pm

Sunday: 7am-2pm, 2pm-8pm

Thursday: 7am-1pm, 1am-6pm, 6pm-10pm

HOW TO APPLY: To apply, please drop your CV in store, or email southstore22@gmail.com