



Job Title:	Supervisor
Reporting To:	Store Manager & Assistant Manager as appropriate
Location:	Stores
Main purpose:	To assist the Store Manager and Assistant Manager in maintaining the highest standard of service, efficiency and good housekeeping in line with the Company policy and assume full responsibility in their absence

Main duties and responsibilities:

- To approach and assess the customer's needs.
- Advise customers on the location, selection, price, use and care of goods available from the store, with the aim of encouraging them to buy and return to buy in the future.
- Suggest related sales and alternative products where appropriate.
- Advise the customer of Company refund or exchange policy as appropriate.
- Accept correct payment for goods and operate the EPOS system in line with Company policy and procedure.
- Check in goods against delivery notes as and when required.
- Maintain accurate stock file information with the use of the HHT as appropriate.
- Price, stack and display stock and keep the store tidy and attractive.
- Set up displays, promotions, point of sale material and window displays as required.
- Use of security equipment such as tags and alarms.
- Assist in range reviews as directed.
- Assist in the stocktaking as required.
- Maintain a high standard of cleanliness and adherence to Health and Safety policy and rules on the sales floor, till area, merchandising, stockroom and staff facilities.
- Attend staff training sessions as required.
- Set up and participate in all store incentives as required.
- Assist with Store security by maintaining awareness on the shop floor.
- Regular consultation of the store Communication book.
- Available to carry out any other duties as required by the Store Manager to aid in the smooth running of the Store.
- To open and close the store as required and respond to alarm call outs as third key holder or in the Store Manager / Assistant Manager's absence.
- To carry out all procedures as laid down in the Operations and Procedures Manual as required.
- Ensure full and correct communication is maintained at all levels.
- Ensure delegated duties are carried out and assist in motivating and developing your team.
- Assist in training and administration and discipline of staff.

- Assist in the implementation of any promotional activity to maximise and sustain sales in the time frame required.
- Check in goods against delivery notes when required and paperwork completed as per instructions.
- Manage cash and payment systems in accordance with Company policy.
- Ensure all customer complaints are dealt with efficiently in store or are referred to Customer Service.
- Assist in all Store paperwork in line with Company policy.
- Ensure correct procedures are carried out particularly in those areas affecting security and Health and Safety at work.

Physical Requirements:

- Use of ladders to obtain or display stock.
- Lifting of products in line with Company Health and Safety guidelines.
- Loading, unloading and merchandising of stock.

All Store roles require employees to be fit and able to carry out duties of a physical nature and to work on the shop floor for the majority of their working time.

Reasonable adjustments will be discussed with employees who fall within the following groups:

- Pregnant employees.
- Employees with a recognised Disability.
- Employees suffering short term ill health problems affecting their physical capabilities.