

October 2020

Retail Supervisor

Thank you for your interest in the Retail Supervisor post. Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter by e-mail:

Email: HRMailbox@westdean.ac.uk

Closing Date: 28 October 2020

We endeavour to respond to all applicants in a timely manner. If, however, you do not hear from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.



JOB DESCRIPTION

JOB TITLE	Retail Supervisor (1 FTE)
SALARY	£19,292.00 FTE
BUSINESS AREA	Food & Outlet Services, Gardens Shop and Craft Shop
LOCATION	West Dean College of Arts and Conservation
RESPONSIBLE TO	Food Services & Outlet Manager
RESPONSIBLE FOR	Retail Assistants

MAIN RESPONSIBILITIES

1. Support the Food & Outlet Services Manager and Assistant Food & Outlet Services Manager in ensuring the efficient running of the Retail operations, through the effective management and utilisation of Retail Assistants.
2. To ensure the efficient and effective day-to-day operation and supervision of the Garden and Craft Shops.
3. To support and develop initiatives to increase overall spend, using innovation and imagination in the development of new ideas and expansion of existing business opportunities.
4. To ensure the delivery customer satisfaction by providing a courteous and efficient service, ensuring shops are adequately supplied to meet the needs of the customer.
5. To lead Retail Assistants in their daily tasks and to be responsible for the day-to-day training and development of staff.

GENERAL DUTIES & RESPONSIBILITIES

Day-to-Day Operations

1. Effectively supervise retail outlets to ensure customer needs are met.
2. Ensure retail assistants deliver a consistently high level of customer service.
3. Inspire and encourage retail assistants to be interactive with students, guests and visitors to enhance the service provided, helping develop the teams to anticipate their needs, act upon and follow up requests and deliver a level of service and responsiveness that generates compliments.
4. Ensure all retail staff are knowledgeable of all retail products and capable of advising students, tutors and visitors.

5. Assist in the management of the day-to-day care, presentation and service of the retail outlet provisions, ensuring high standards are maintained at all times.
6. Deal sensitively, diplomatically and promptly with any complaints in a positive manner, looking for ways to build positively on feedback and seek opportunities to improve service offering

Purchasing & Merchandising

1. Supported by the Food & Outlet Services Manager, manage an efficient goods in procedure, using first in first out, ensuring efficient stock holding is adhered to.
2. In liaison with the Food & Outlet Services Manager, ensure the main display areas are merchandised appropriately, ensuring correct presentation, adequate lighting and high cleanliness standards.

Cash Handling and Security

1. Be responsible for the cashing up and reconciliation of daily takings.
2. Ensure Retail Assistants are able and confident to be responsible for the cashing up and reconciliation of daily takings.
3. Safeguard all monies and stock.
4. Work closely with the Food & Outlet Services Manager in maintaining an accurate record of takings.
5. Check all financial transactions accurately.
6. Be responsible for the opening and closing of the retail outlet, and ensure the premises are locked securely overnight.
7. Be responsible for the handling of silver within the Craft Shop, as required.

Health & Safety

1. Adhere to the College's health & safety policy at all times, ensuring a safe working environment.
2. With the support of the Food & Outlet Services Manager, assist in undertaking risk assessments as appropriate (including COSHH), assessing workplace hazards and ensuring retail assistants understand and comply.
3. Ensure high standards of security are maintained to keep the staff, students, and customers safe.
4. Liaise with the Food & Outlet Services Manager in relation to training, risk assessments, accidents, incidents and near misses, and other process related Health & Safety matters.
5. Ensure the appropriate cleaning procedures are carried out.
6. Report faulty equipment to the Food & Outlet Services Manager or Assistant Food & Outlet Services Manager.



General

1. Build and maintain excellent working relationships, both internally within West Dean, and with external partners, suppliers and members of the local community.
2. Undertake training as agreed to enhance and improve personal skills and knowledge.
3. Undertake any other duties as may be reasonably requested by the Food & Outlet Services Manager.

This job description is subject to regular review in consultation with the post holder.



PERSON SPECIFICATION

	Essential	Desirable
Skills and Abilities	<p>Demonstrable knowledge of all elements of an efficient retail service.</p> <p>Good numeracy skills.</p> <p>Excellent organisational skills.</p> <p>Display a reassuring confidence to all customer groups.</p> <p>Ability to work on own initiative and unsupervised.</p> <p>Ability to lead and work as part of a team.</p> <p>Ability to prioritise and work effectively under pressure.</p> <p>Exceptional customer service skills with the ability to anticipate and meet the requirements of all customers.</p> <p>Professional and approachable manner.</p> <p>Ability to reflect and critique on service, in order to provide continuous improvement opportunities.</p>	
Experience and Knowledge	<p>Relevant experience within retail environment.</p> <p>Supervisory experience.</p> <p>Experience of using POS system.</p>	<p>Experience of supervising a retail outlet.</p> <p>Experience of working within a high quality retail establishment.</p> <p>Experience within arts / crafts retail establishment.</p> <p>Good understanding of IT, including MS Office.</p>



Qualifications		GSCCE (or equivalent) Maths and English First Aid Certificate
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RETAIL SUPERVISOR

GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	1 x Permanent Contract
Duties:	As attached job description
Salary:	£19,292.00 FTE
Hours:	35 hours per week, 5 days over 7 (including bank holidays and weekends)
Holidays:	33 days per holiday year (1 October to 30 September) inclusive of Bank Holidays
Sickness:	10 days in any consecutive twelve-month period, or longer period at the Foundation's discretion
Benefits:	Contributory pension scheme, Employee Assistance Programme, free and discounted places on short courses at West Dean College