

The Job

Job Description

Job Title:	Retail Supervisor for Country Food Shop
Major Job Objective:	To look after the day to day running of the Country Food Shop.
Responsible to:	The Retail Manager/Buyer
Responsible for:	Retail Supervisor – 1 FTE A team of Full/part time and seasonal staff (approx 1 FTE)

List of Duties:

1. **To supervise and motivate the team of retail staff** to ensure that we deliver the highest standards of customer service. Ensure that we achieve the highest levels of motivation and loyalty through personnel development, training, communication and working conditions. To play an active role as part of our shop floor team. Ensure that the team are effectively trained and, where appropriate, that they have the relevant reference material in respect of our stock. The successful candidate will be expected to serve customers as part of their normal duties. In addition, regular weekend working is expected.
2. **To assist the buyer** with control & stock replenishment of core stock. Ensure that administrative duties (delivery notes, monitoring breakages, over/under-deliveries etc) are maintained. Working with retail staff and by regular visual checks/physical counts, ensure that stock levels are maintained to agreed levels. To develop effective pro-active relationships with agents and suppliers. Ensure that anticipated stock deliveries are advised to goods inwards and store space is available. Likewise ensure that retail staff are briefed and have adequate reference information for stock to be priced and put on shelves as soon and as accurately as possible. Monitor price increases from existing suppliers and ensure that our stock is priced to ensure maximum achievable margin.
3. **To agree stock levels with the retail manager and** ensure that we remain within the agreed levels of stock, monitoring “slow moving” stock and manage/act in a timely and effective manner. Monitor daily sales and manage movement of stock onto shelves.
4. **To organise the timely and efficient production of rotas**, taking account of anticipated demand and staff cost budgets. Where necessary, in circumstances of staff leave and sickness, make prompt and pro-active decisions and take action to provide sufficient staff cover at all times.
5. **To supervise the cash control**, in conjunction with colleagues, to ensure the highest levels of security, both for the company and its employees.