

Retail Supervisor (Lifestyle and Gifts) – Torbay Coast and Countryside Trust

Salary: £18,400

Hours: Part time, 30 hrs per week over 4 days, within a 7 day shift rota

Status: Permanent

Location: Occombe Farm, Paignton

Torbay Coast & Countryside Trust (TCCT), is an independent charity dedicated to looking after the most important wildlife and heritage sites across the English Riviera in Torbay, South Devon. The Trust's ambitious £2 million investment plans for Occombe Farm include a farm animal attraction, indoor and outdoor play facilities, a large farm shop and catering outlets.

We are now looking to appoint a Retail (Lifestyle & Gifts) Supervisor who will play a critical role in developing the Occombe Farm shop.

The Retail Supervisor will report to the Retail Manager having supervisory responsibilities within the Occombe Farm Shop to include operational and people supervision.

As Retail Supervisor (Lifestyle & Gifts) you will be responsible for:

- Day to day running of the Occombe Farm Shop
- Line management of Customer Service Assistants, including recruitment, operational supervision, training/development/coaching in product and supplier knowledge
- Visitor satisfaction, delivering first class customer service
- Developing strong supplier engagement
- Rota management, ensuring appropriate staffing levels at all times
- Stock management including checking, rotating, ordering and taking deliveries
- Designing creative and enticing product displays and promotions aimed at increasing footfall into the shop and sales
- Dealing with on-line shopping orders including product picking and delivery arrangements
- Health and safety responsibilities in relation to store environment, hygiene, manual handling and first aid
- Visitor capacity management (Covid-related)
- Pricing and labelling of products
- Cash handling procedures, cashing up, production and analysis of till reports

- Dealing with customer complaints appropriately
- Collaborative working with other areas of the business for event planning
- Duty management responsibilities
- Deputising for the Retail Manager as required, to include KPI reporting

What we offer:

- 25 days holiday (excluding bank holidays) increasing with length of service (to a maximum of 27 days excl. bank holidays).
- Company pension scheme
- Free parking at Trust car parks
- Staff discount in Trust operated café and shops
- Commitment to flexible working where possible

What are we looking for?

- Retail experience
- Experience in stock sourcing and management
- Line management or supervisory experience
- Customer service experience
- Strong product and supplier knowledge
- Knowledge of selling techniques
- Knowledge of best practice visual merchandising
- Excellent people skills
- Organisational and time management skills
- Ability to work collaboratively
- IT skills
- Communication skills
- Personable and friendly with a flexible approach to work. You will have a passion for selling and delighting our visitors.

To apply for the position please visit our recruitment page (<https://www.countryside-trust.org.uk/vacancies/>) where you will find the job description and an application form.

Closing date: Sunday 18th April 2021 (5pm)

Torbay Coast & Countryside Trust

Registered Charity No: 1077561 Company Reg No: 03757410 Vat Reg No: 945 6807 85

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Torbay Coast & Countryside Trust is a local independent conservation charity that cares for over 1,700 acres of Torbay's most beautiful natural spaces including Ocombe Farm, Cockington Country Park, Berry Head National Nature Reserve and a host of tranquil bluebell woods, flower-rich meadows, traditional farmland and stunning coastal cliffs and pathways.