

JOB DESCRIPTION – RETAIL SUPERVISOR (LIFESTYLE AND GIFTS)

TITLE:	Retail Supervisor (Lifestyle & Gifts)
REPORTS TO:	Retail Manager
SALARY:	£18,400 (30 hours)
HOURS:	30 hrs per week over 4 days, within a 7 day shift rota
SUPERVISION/LINE MANAGEMENT OF:	Up to 20 Customer Service Assistants (shared responsibility with 2 other Retail Supervisors)
PRIMARY ROLE:	<p>The Retail Supervisor will report to the Retail Manager having supervisory responsibilities within the Occombe Farm Shop to include operational and people supervision.</p> <p>The Occombe Farm Shop stocks high quality local produce. Key responsibilities of the Retail Supervisor (Lifestyle & Gifts) are to develop strong supplier relationships, to create an enticing and welcoming environment and to lead a team that provides exemplary customer service. The Retail Supervisor will share passion, knowledge and interesting facts about produce and suppliers. The role carries some health and safety responsibility.</p>
MAIN RESPONSIBILITIES:	<ul style="list-style-type: none"> • 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 through appropriate engagement, communication and product knowledge sharing. To include product upselling and helping customers make informed product choices as well as physically assisting customers with transporting shopping to the car park as necessary • Developing strong supplier engagement • Rota management, ensuring appropriate staffing levels at all times • Stock management including checking, rotating (date checks), ordering and taking deliveries (checking against invoices and delivery notes)

	<ul style="list-style-type: none"> • 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 • To undertake additional duties as required, commensurate with the level of the job
OTHER:	<ul style="list-style-type: none"> • Some lifting and outdoor work

Torbay Coast & Countryside Trust

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

Head Office: Ocombe Farm, Preston Down Road, Paignton, Devon, TQ3 1RN. t: 01803 520 022 e: info@countryside-trust.org.uk www.countryside-trust.org.uk

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.

TORBAY COAST AND COUNTRYSIDE TRUST
Person Specification
Retail Supervisor (Lifestyle & Gifts)

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	N/A	Relevant Retail NVQ or equivalent Relevant Customer Service NVQ or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Retail experience • Stock sourcing and management experience • Experience in supervising team members • Customer service experience 	Previous lifestyle, homewares, gardening or gift retail experience Line management / team leadership Rota management
KNOWLEDGE	<ul style="list-style-type: none"> • Strong product and supplier knowledge • Knowledge of selling techniques • Best practice visual merchandising 	Health and safety (including bio-hazard, first aid, manual handling, Covid-19 related social distancing measures) Good general understanding of health and safety legislation as it relates to a store environment (public and staff safety)
SKILLS	<ul style="list-style-type: none"> • Communication skills • Organisational skills • Ability to work collaboratively • I.T. literate • Numerate 	
DISPOSITION	<p>Personable and friendly with a flexible approach to work. You will have a passion for selling and delighting our visitors.</p> <p>You will be an ambassador for Ocombe Farm.</p>	

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