

**ROLE PROFILE**

<b>ROLE TITLE</b>	Retail Supervisor	<b>DATE</b>	
<b>ROLE FAMILY/ FUNCTION</b>	Retail		
<b>DISCIPLINE/ SUB FUNCTION</b>	Stores - UK		

**ROLE PURPOSE**

The purpose of this role to support and lead team of colleagues on a day to day basis to enable operational control measures and targets, company procedures, legislative controls, compliance, financial targets, marketing, in order to give world class customer service.

**KEY ACCOUNTABILITIES**

- Support the store management team by assisting in with recruitment, coaching and leading high performance teams; setting clear expectations, training, motivating and developing the store team to achieve company targets
- Maintain the need to be fully customer centric at all times, leading by example and ensuring levels of service continuously exceed customer's expectations against company monitoring measures
- Developing and leading store associates to be confident and proactive in sales execution, cost control and commercial awareness with an ability to analyse and take corrective measures appropriately
- Supports financial performance within team to achieve profit and loss accounts, sales targets, shrinkage, payroll and store deployment to ensure the customer always come first
- Maintain stock and order levels within store to maximise on shelf availability, and stock management operational controls
- Ensuring all colleagues adhere to Company training, policies and deliver excellent operating standards and safe working environment
- Executing all Company marketing and promotional plans and programs, ensuring precise and timely set-up and excellent execution across the store

**PEOPLE SKILLS**

- the ability to lead and motivate a store team to deliver key performance indicators
- excellent communication and 'people' skills
- the ability to work under pressure and handle challenging situations in a fast paced challenging retail environment
- confidence, drive and enthusiasm
- decision-making ability and sense of responsibility to support the Store Management teams to maximize efficiency of colleagues
- the ability to understand and analyze sales figures on a daily basis to a good level of understanding to enable the store to trade within company parameters and measures
- Passion for our products, natural beauty and healthy living within a retail environment
- Ability to undertake study to support the product knowledge required to achieve accreditation status

## TECHNICAL SKILLS

- Good degree of IT and numerical skills
- Previous managerial experience in either retail, leisure or hospitality management
- Great verbal communication skills
- Organisation and planning skills to lead a team of colleagues on a daily basis
- Commercial awareness to enable the store to achieve key performance indicators