

## Supervisor

### Job Purpose

- To work closely with the Store Manager to assist in motivating the store team to increase sales, control costs, minimise loss and hit targets
- To manage the daily operation of the store in the Store / Deputy Managers absence and control designated sales floor areas

### Technical Skills

#### Service

- Consistently demonstrates A Smile In Mind and role models this behaviour in the store to ensure customer expectations are exceeded every time
- Is aware of Customer Experience results and focuses on making improvements through use of the Action Plan
- Ensures ASA's are carried out on all Advisors and feedback is directed at improving performance

#### Visual

- Implements new visual layouts, communicating changes and new merchandising initiatives with the team
- Updates and maintains high level displays by following retail briefs
- Manages the implementation of SALE within the department / store
- Ensures windows have high impact and are constantly updated with new products

#### Commercial

- Reviews commercial reports to ensure best sellers are located within prominent positions
- Accurately implements all price changes on time, ensuring the correct POS and ticketing is used
- Processes IBT's accurately ensuring all products are accounted for and the paperwork is correct

#### Operational

- Supports the Store / Deputy Manager in carrying out key administrative tasks
- Manages the tills to ensure smooth processing of transactions and assists in cashing up and banking
- Ensures a high level of housekeeping at all times
- Effectively deploys staff to maximise productivity

#### People

- Assists in the recruitment of new staff
- Inducts new staff by using the Personal Trainer and mandatory Core Modules
- Conducts 6 and 12 week reviews with Advisors, Specialists and Supervisors)
- Supports the Store / Deputy Manager with the ongoing development of staff in specific area

### Competencies

- Leadership
- Strong Communication
- Commercial Awareness
- Planning and Organising
- Problem Analysis and Decision Making
- Flexibility and Adaptability
- Developing Self and Team
- Creativity and Innovation