



JOB DESCRIPTION

Job Title: Retail Supervisor

Post Reference No: RT02

Reports to: Retail Operations Manager, Deputy Head of Retail

Grade/Salary: £12.80 per hour

Hours: 37.5 hours per week, worked over 5 days. Flexibility is required to meet business needs. Working at the weekends and on Bank Holidays will be an expectation of the role.

Status: Permanent

We are looking for a Retail Supervisor to join our friendly, fun and hardworking retail team at the heart of The Lulworth Estate. This is a varied and interesting role, our retail staff play a huge part in welcoming and interacting with our many thousands of visitors throughout the year, always ensuring outstanding customer service.

This is retail but not as you know it! Our outlets across Lulworth Cove and Durdle Door include the Heritage Centre Gift Shop and Coffee Shop, The Dolls House Sweet Shop, Lulworth Cove Beach Shop and Durdle Door Stores as well as our Ice cream kiosks and mobile retail units.

Applicants will be enthusiastic, have an accomplished barista background with strong communication skills and the ability to manage customer expectations efficiently. They must be flexible, focused and self-motivated, effective at time management and organisation and enjoy working as part of a team.

As a supervisor, the successful applicant will be expected to demonstrate excellent customer service and people management skills and have a passion for driving sales forward. Supporting the Retail Operations Manager, you will be leading from the front, motivating your team to maximise sales opportunities and achieve the highest level of customer service. You will have a positive can-do attitude and be happy to take on a diverse range of duties.

Main Tasks and Duties:

- Ensure our retail units operate effectively and are open on time, ready to trade and fully stocked.
- Assisting with the management of stock control issues, ordering, purchases and stock take.
- Supporting the Retail department to improve the quality of their service; ensuring sales targets are met and increasing sales and profits across all retail outlets.
- Upskilling our Retail Sales Assistants with a focus on barista training and add on sales.
- Supervising and motivating our Retail Sales Assistants.
- Ensuring day to day compliance with Health and Safety and Food Hygiene regulations.
- Managing floats, cash handling and operating an EPOS system till, balancing the tills and cashing up at the end of the shift.
- Providing staff cover and assisting in any retail outlet with refunds/exchanges, taking responsibility for opening and closing procedures and ensuring all stock in retail spaces is fully replenished as and when required.
- Maintain Orbis records and assist with invoicing.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.
- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures.
- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>	<ul style="list-style-type: none"> • Good standard of GCSEs grade 4-9 / A*-C (or equivalent); inclusive of English and Maths. • A full UK driving licence. • Level 3 qualification in Food Hygiene. 	<ul style="list-style-type: none"> • An appropriate first aid qualification or willingness to work towards.
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • A minimum of 2 years of experience in a fast-paced, busy retail environment. • Barista experience. • Experience of using computer based retail systems and an EPOS till system. • A proven, keen eye for visual merchandising and stock control. 	<ul style="list-style-type: none"> • Experience of working in a tourist driven environment. • Experience supervising / leading a team with a customer service focus.
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • Excellent customer service skills and the ability to maintain a customer-focused environment. • Strong leadership skills with the ability to motivate a team and drive results. • Able to demonstrate meticulous attention to detail in all aspects 	

	<p>of retail operations.</p> <ul style="list-style-type: none"> • Outstanding written and verbal communication skills including understanding of Microsoft Office, in particular Excel and Word. • Able to handle multiple tasks simultaneously, using own initiative and working well under pressure in a fast-paced environment. 	
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • A strong work ethic, dedicated to providing the very best customer service. • A patient, collaborative team player. • A positive, can-do attitude. • A problem solver with the ability to persuade and influence. • Excellent timekeeping. 	
<u>Other</u>	<ul style="list-style-type: none"> • Flexibility to work shifts of a specified duration on weekends, evenings and Bank Holidays. 	

Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve.
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities.

Terms and Conditions:

- This is a permanent appointment.

- The Contract of Employment will be based on the provisions of the Lulworth Estate A Fund.
- The salary for this post will be £12.80 per hour.
- Working Hours will be 37.5 per week, worked over 5 days. Flexibility is required to meet business needs. Working at the weekends and on Bank Holidays will be an expectation of the role.
- The annual leave entitlement will be 28 working days to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 3-month Probationary Period with reviews after 1, 2 and 3 months.
- The notice period will be dependent on contract type.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.
- *The successful candidate is required to advise whether they are aware of any health condition or disability which might impair their ability to effectively undertake the duties of the position as outlined above. This disclosure may result in a referral to the Occupational Health Advisor for a medical clearance prior to commencing employment.*

Applications

Applicants for this position must complete an estate application form and send to recruitment@lulworth.com.

We are not accepting CVs at this stage from Recruitment Agencies

The Closing Date for Applications:

Proposed Interview Date:

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:

(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of Retail Supervisor at the Lulworth Estate.

Signed:

Print Name (Block capitals):

Date: