

## Job Description: **Supervisor**

Reports to: Store Manager

### **Context:**

**To represent the brand of MW in location to best reflect company standards of presentation and cleanliness, marketing and visual merchandising, customer service, and staff training.**

**To help the team deliver company sales budgets, Ensuring that Health and Safety and Staff and customer welfare are at the heart of everything you do.**

## Key Responsibilities and Objectives –

### Personal Requirements:

- To be wholly responsible for store accountability and company assets whilst in charge of the store.
- To support management in leading your store delivering a commercial operation which meets set company KPI's along with delivering excellent levels of Customer Service, coach and develop an effective team.
- To undertake any other reasonable duties as requested by Mountain Warehouse Ltd., to ensure the successful running of your store and the company. This may include:
  - Stocktaking
  - Re-Fits
  - Meetings within or outside the store.
- By self-initiative generate and present solutions to both individual employees and store(s) issues in line with the framework of company policies, procedures and/or guidelines.

### Commercial:

- To always maintain excellent standards of visual merchandising in store and in your window displays, making sure they adhere to company guidelines.
- Regularly review your store stock package and opportunities through effective use of the dashboard and best seller information.
- To comply with company promotions and look for other opportunities to promote products i.e. tent displays within deadlines set by company.
- Keep abreast of local and national competitor activity and share any changes with your line manager.
- Ensure you track key performance indicators (KPI's) daily covering:
  - Sales Figures
  - Departmental performance on the portal
  - IPC and ATV
  - Add ons to achieve agreed objectives
  - Email collation
  - And OFS sales,



### Communications and Motivation:

- To maintain excellent channels of communication within the store, with all levels of staff using company tools provided.
- Ensure that there is effective communication within the store team, handover diary, close down checklist etc
- Business messages effectively cascaded, E.G. Retail Bulletin, Area Manager communication and Conference Calls
- Team are fully aware of company targets, daily, weekly, annual through effective method of communication and develop knowledge within the team of the portal dashboard.

### Cost Control:

- Keep concise daily records of:
  - Banking Controls
  - Till errors or variances,
  - Staff time and attendance ensuring we comply with HMRC minimum wage rules

### Customer Services:

- To personally provide and lead your team to achieve excellent customer service thereby achieving a customer friendly environment in which sales are maximized.
  - All staff to provide a heads up approach whilst on shift and lead by example,
  - Review company training tools to support selling skills and techniques to support selling the right product to the right customers and encouraging return visits.
  - Using coaching logs to support staff development and feedback, using as a motivational as well as a training tool.
- To ensure constant supervisory cover on the sales floor.

### General House Keeping Standards:

- Responsible for carrying out or delegating housekeeping tasks to maintain high standards as expected by the company.
  - Clean, Tidy and Full - everyday
- To maintain a high level of shop floor standards: in presentation of stock, in ticketing and size cubes using the daily closedown checklist,



## Health & Safety:

- To ensure that all Health and Safety regulations are adhered to for staff, customers and visitors alike. To support the management team in staff training involved with Health and Safety issues.
- To abide by all tenants handbooks and procedures as provided by the landlord.
- Comply with monthly store Health and Safety requirements on time.
  - Monitoring Check List
  - Fire Log Record
  - Fire Risk Assessments

## Company Policies and Procedures:

- To ensure complete compliance with policies and procedures stated in the company Employee Handbook.
- To be aware of, to implement and to maintain company policies and procedures and to ensure that all staff follows correct practices in sales, banking and accounting procedures.
- To ensure that both you and staff observe the relevant Health & Safety rules and regulations and comply with Employment legislation and Trading standards/retail law.

## Staff:

- Responsible for monitoring and maintaining high standards of appearance and conduct of you and your team in line with company guidelines, ensuring that all team members are dressed in the correct uniform from their first day of employment. Uniform must only consist of Mountain Warehouse products.
- Ensure any issues raised by staff are fed back to the Manager and you support the management team in implementing process and procedure.
- Support management in organization of Rota's and daily task deployment ensuring that staff are customer focused at all times.
- Ensure all staff company with GDPR rules as set out by the business.