



## JOB DESCRIPTION

**Post:** Retail Supervisor  
**Department:** Botanics Trading Company (BTC)  
**Division:** Enterprise Division

### **Purpose**

We are seeking a proactive and motivated Retail Supervisor to support the Shop Manager in delivering an outstanding customer experience while driving sales and maintaining high operational standards. This role is key to ensuring the smooth day-to-day running of the shop and leading the retail team by example.

### Supervisor Duties

- Work with the Shop Manager to develop a strong customer focussed ethos
- Motivate the retail team daily to drive sales and ensure five-star customer service standards
- Identify daily tasks and work with the shop floor team to allocate them and ensure they are completed
- Act as Duty Manager for rostered weekends, taking responsibility for operation of the shop
- Assist in daily processes, including sales transactions, stock deliveries, cash handling, end of day procedures and banking
- Act as an ambassador, ensuring BTC is positively represented across RBGE

### Merchandising and Sales

- Work with the management team to ensure seasonal buying themes/promotions are translated effectively to the shop floor in collaboration with our Visual Merchandising consultant and buyers
- Ensure staff maintain visual presentations across all areas (of the operation in line with set guidelines and visual merchandising standards to enhance brand awareness
- Ensure high quality retail standards in order to meet and exceed budgeted financial targets
- Work with the Stock Controller on inventory and adherence to standard operating procedure processes
- Ensure stock/plants are merchandised in a timely fashion in line with the retail plan for new product launches, is replenished effectively and adjusted to maximise sales

### Internal and External Relationships

- Ensure prompt and professional responses to all client and visitor enquiries

### Team Development

- Assist the Shop Manager in the training of new Retail staff

### Other

- Ensure the health and safety of visitors, customers and colleagues and assist with any incidents and emergencies
- Actively supportive of creating a workplace and customer environment that ensures equality, diversity and inclusivity

Person specification	Essential requirements	Desirable for post
<ul style="list-style-type: none"> <li>• Excellent Management skills and experience of supervising a team in a retail setting</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Proactive and takes responsibility for own workload, prioritising to meet conflicting demands</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Excellent interpersonal skills and can communicate effectively with people at all levels</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Excellent customer service and sales skills</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Ability to work flexibly across a range of areas</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Ability to use initiative and work to tight deadlines</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Previous experience of following health and safety procedures</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Previous experience of answering customer and colleague enquiries</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Ability to follow established work procedures</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Plant knowledge /plant related qualification</li> </ul>		x
<ul style="list-style-type: none"> <li>• Computer literate – use of Microsoft Word, Outlook, Excel, databases</li> </ul>	x	
<ul style="list-style-type: none"> <li>• First aid certificate</li> </ul>		x
<ul style="list-style-type: none"> <li>• SVQ3 or above equivalent in Customer Care</li> </ul>		x