



JOB DESCRIPTION

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

Purpose

To supervise and support of the retail team and the daily shop floor operation including sales and replenishment and all aspects of plant care, to deliver an exceptional customer experience, to attain and sustain 5-star accreditation from Visit Scotland

Main Duties

Supervisor Duties

- Work with the Shop Manager to develop a strong customer focussed ethos
- Supervise the retail team on a daily basis to drive sales and customer service standards
- Work with the shop manager, buyers and retail team to oversee all aspects of the plant sales area to include-:
 - Daily plant care and watering
 - Maintenance and presentation of the plant sales areas to maintain 5* standards
 - Replenishment of plants and related products
 - Processing of plant deliveries
 - Product/plant knowledge
- Assist in development of clear procedures and regular training for routine care of retail plants to ensure 7 day a week care and reduce losses/shrinkage
- 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 including plant sales, 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
- Assist in daily processes, including to sales transactions, stock deliveries, cash handling, end of day procedures and banking
- 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 continuous training of the team and inductions for 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	Desirable
• Excellent Management skills and experience of supervising a team in a retail setting	*	
• Proactive and takes responsibility for own workload, prioritising to meet conflicting demands	*	
• Excellent interpersonal skills and have the ability to communicate effectively with people at all levels	*	
• Excellent customer service and sales skills	*	
• Ability to work flexibly across a range of areas	*	
• Ability to use initiative and work to tight deadlines	*	
• Previous experience of following health and safety procedures	*	
• Previous experience of answering customer and colleague enquiries	*	
• Ability to follow established work procedures	*	
• Plant knowledge /plant related qualification	*	
• Computer literate – use of Microsoft Word, Outlook, Excel, databases	*	
• First aid certificate		*
• SVQ3 or above equivalent in Customer Care		*
• Driving license		*