

# Supervisor Wanted

**Rate of pay £12.00 ph. 39 weekly hours**

(Working schedules are non-contractual and are subject to change according to the needs of the business)

We are looking to add to our teams of dedicated and highly efficient Supervisors at the following stores:

- Shepton Mallet**

Do you have a passion for customer service? Are you looking for a supervisory role that will enhance your career and provide you with excellent training?

If you are, friendly, flexible, reliable, and passionate about delivering great service then this is the right role for you.

You will also need to be flexible in terms of working hours and willing to work additional hours as and when required to cover busy/peak trading periods and staff absence/holidays. However, your manager shall endeavor to provide you with as much notice as practicable in support of a work life balance.

**Closing date 11/02/2023.** If you believe you have the knowledge, skills and experience then please download an application form from our website at [www.radstockcoop.co.uk](http://www.radstockcoop.co.uk). Alternatively, email your CV to [jobs@radstock.coop](mailto:jobs@radstock.coop) with a cover letter quoting the relevant Job Ref No.

| <u>Ref No</u> | <u>Store</u>   | <u>Hours</u> | <u>Indicative shift pattern</u> |
|---------------|----------------|--------------|---------------------------------|
| 116/22        | Shepton Mallet | 24           | Various                         |

This role is a great way to develop leadership skills and expand your responsibility.

Duties will include undertaking or supervising some or all the following:

- Issuing working instructions
- Conducting performance reviews/job chats
- Involvement in recruitment, induction training and coaching of colleagues
- Carry out return-to-work interviews, assist in tackling performance and conduct issues
- Be responsible for the security of the premise and colleagues when acting in the capacity of duty manager as a Keyholder.
- Be able to demonstrate the ability to complete the full range of duties associated with the position including till operation, stock & ordering/replenishment, customer complaint handling, receiving deliveries, price reductions and wastage recording, store standards etc.
- Have a strong understanding of the legal framework surrounding retail including age-restricted products, sale of goods act, pricing, food handling etc.
- Responding to customer complaints and queries in store
- Manual handling capability is an essential requirement for this job to assist with deliveries and stock replenishment.

**Ideally you will experience of supervising a team in a food retail environment however, full training will be provided. Essentially, we are looking for a warm, energetic personality with lots of passion for customer service. As an employer, we pride ourselves on training and development.**

You should be a strong communicator and enjoy connecting with customers and colleagues. You will be a good team player, be confident in voicing ideas and issuing working instructions, with a strong desire to progress and a 'can-do' attitude.

