



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

Purpose

To supervise and support the retail team and the daily shop floor operation including sales and replenishment to deliver an exceptional customer experience, to attain and sustain 5-star accreditation from Visit Scotland and to drive sales against financial targets.

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
- 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
- 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
- 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 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	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 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	*	
Computer literate – use of Microsoft Word, Outlook, Excel, databases	*	
Plant knowledge /plant related qualification		*
First aid certificate		*
SVQ3 or above equivalent in Customer Care		*
Driving license		*