

# Supervisor (12 hours) - Chester, Søstre Grene

This contact is for 12 hours per week and will require the availability to work evenings and weekends, in accordance with the monthly rota.

## About us

Anna and Clara invite you into a sensual world of classical music, aesthetics, and comfort. The story of Søstre Grene began in 1973 in Aarhus/Denmark and is based around the two Grene sisters, Anna and Clara. Today, Søstre Grene has over 400 stores worldwide and is continuing to grow, bringing the wonderful world of Anna and Clara to more and more customers.

## About the role

As a Supervisor at Søstre Grene, you'll enable our customers to experience the wonderful world of Anna and Clara with all their senses, from the moment they walk through the door to the moment they leave inspired.

It's a busy and diverse role, where you will support the management team in leading the store, driving performance, and ensuring every customer enjoys an exceptional and immersive shopping experience. You will also:

- Be responsible for opening and closing the store, with keyholder responsibilities.
- Maintain outstanding housekeeping and visual merchandising standards throughout the store, including on the shop floor and behind the scenes.
- Be actively involved in our creative merchandising displays and areas around the store.
- Unpack and process the weekly delivery of our products. This involves using heavy roll cages to make sure our store is always full of wonderful finds.
- Serve customers and ensure every customer has a positive experience in store.
- Provide excellent customer service and operate the cash register, greeting each customer with a smile and ensuring they have a memorable experience.
- Contribute towards reaching sales targets by staying informed and connected to product knowledge.
- Handwrite signs to give the store and shopping experience a personal touch (we'll guide you on Anna & Clara's handwriting style!)
- In the absence of the Store Manager and Assistant Manager, take responsibility for day-to-day operations, stock replenishment, delegating tasks and the monitoring of store figures.
- Leading by example, you'll inspire and guide your colleagues, creating a positive, creative environment in the store.
- Play a key role in representing Søstre Grene's values and helping the store thrive, all while being the friendly face of our brand in every interaction.
- Maintain health, hygiene, and safety standards whilst on shift.

## What we're looking for

As a Supervisor, you like to put a smile on people's faces and make sure their day is a little more wonderful than it was before entering the store. You enjoy an active working day, making sure the shelves always look perfect and the customers find what they need. You love that your days never look the same and that there are always new products in the store within everything from home interior items to hobby supplies, candles, kitchen products and furniture. You are creative and have a keen sense of aesthetics, but lifting boxes is no problem for you either.

We're looking for:

- Demonstrable experience in a Supervisor or similar role
- A confident communicator who understands how to engage and motivate others.
- Someone with a kind, helpful, and considerate approach who treats customers and team members with care.
- A willingness to learn and grow.
- Flexibility with availability, including the ability to work both weekdays and weekends, as well as early and late shifts.
- Strong organisational skills and have previous experience in a fast-paced company.
- A responsible approach and excellent communication skills so you can provide your colleagues with feedback to help develop themselves and the store

**Why join us?**

We believe in spreading joy and “Hygge” in everything we do. As a key part of our team, we value ambition and creativity, and we'll provide the space and support you need to grow.

We also offer:

- Staff discount to treat you and your home.
- Full training to welcome you to the Company and ongoing training and coaching to support you in your role.
- A confidential Employee Assistance Programme with access to counselling and other professional services
- Workplace Pension Scheme

**Have we sparked your interest? Then please apply and send us your CV.**