

24 Hrs Supervisor- Royal Tunbridge Wells

Welcome to the Wonderful World of Anna and Clara

Do you have a passion for retail, customer service, and leadership?

Søstrene Grene is seeking an exceptional **Supervisor** with a proven track record in fast-paced retail environments.

A Supervisor at Søstrene Grene has a busy and diverse role.

Supervisor responsibilities include managing the effective workflow of the shop floor, delegating tasks, supervising staff and tasks, training new starters, setting a high example, and creating a good Team spirit.

Other responsibilities include:

- Managing the effective workflow of the shop floor
- Identifying tasks that need to be completed and delegating jobs to the right people
- Ensuring shop floor is always well stocked, communicating to staff what areas need to be refilled.
- Supervising work, evaluating performance, and providing feedback to colleagues and/or your manager as required.
- Creating a positive and proactive work environment for your Team, by leading with a 'can-do' attitude.
- Managing conflict
- Training new hires
- Keyholder duties, including opening and closing the store
- Assuming additional management responsibilities as may be required in the absence of the Management team.
- Assisting with staff scheduling as required
- Receiving, processing, and organising store deliveries
- Sign writing in line with established guidelines.
- Processing customer payments using the shop's Point of Sale (POS) system.
- End of day cashing up and float management.
- Cash Safe management and G4S lodgements
- Addressing and resolving customers complaints in a professional manner.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

We look forward to hearing from you!