Job title: Retail Supervisor

Salary: £11.79 per hour (£22,746.34 per annum)
Grade: YCL B1
Hours of work: 37 per week (Full Time)
Contract type: Permanent
Reporting to: Supermarket Manager / Assistant Supermarket Manager

Why work for YCL?

YCL B1

Main purpose of this role

Based at the brand new Nisa store at the University of York, as a Retail Supervisor you will work as part of a team to help the new store to run smoothly and efficiently. Organising the work of the Retail Assistants and ensure customers receive a positive shopping experience.

Key responsibilities and duties

- Ensure a high level of customer service and care is delivered at all times.
- Responsible for the day to day running of the store in the absence of the Store Manager.
- Ensure the shelves and refrigerated cabinets are replenished with stock.
- Be aware of the current licensing laws and ensure all age restricted products are not sold to anyone under the legal age limit.
- Ensure the store is compliant with all Health and Safety policies.
- Delegate work according to the staff rotas.
- Ensure staff cover is arranged to cover staff absences
- Deliver on the job training to store colleagues.
- Preparation and checking of the cash floats
- Oversee the use of cash registers ensuring colleagues follow the correct procedure for cash handling and use of the cash registers.

The Retail division of Commercial Services has two Nisa stores serving the campus and surrounding areas. We also have an online store selling university merchandise, a gift shop selling branded University of York gifts and clothing, and we manage the vending machines and launderettes located in the colleges.

The Retail service aims to provide good value for money, excellent customer service and enhance the customer experience through our well trained, skilled, informed and motivated workforce.
Job title: Retail Supervisor

Key responsibilities and duties continued

- Follow procedures to ensure the security of cash and stock and investigate any discrepancies.
- Assess potential situations, respond quickly to take the necessary action to resolve potential operational problems or customer oriented queries.
- Respond to fluctuating trading levels and adjust stock levels and staff duties appropriately.
- Order stock from a variety of suppliers to ensure a wide range of products are available to purchase.
- Identify and assess potential safety hazards and take the appropriate measures to reduce those risks.
- When the need arises provide cover on the shop floor to replenish stock and serve on the checkouts.
- To be responsible for the collation of the daily cash and the reconciliation of the weekly administration.
- To ensure that the standards of the price marking and price indication are correct.
- Compilation of staff rotas, ensuring that appropriate staffing levels are maintained at all times.
- To be responsible for the Health & Safety of all staff allocated to these areas of responsibility and for visitors to areas occupied by the function.
- To ensure that direct reports clearly understand the standards of performance expected of them and to ensure that corrective action is taken if the need arises.
- To ensure that no cigarettes or lottery tickets/scratch cards are sold to persons under the age of 16 or liquor to persons under the age of 18.
- Management of the epos system.
- Ensure promotions are launched and deactivated in a systematic and timely fashion.
- To actively monitor price marking and product descriptions through ‘spot checks’ to ensure compliance with trading Standards.
- To collate store figures (personnel costs; takings; waste; price reductions; cash reconciliations) investigating any discrepancies on a daily basis.
- Complete a Food Safety Level 2 course as a minimum and use the training in your day to day role.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
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<th>Person specification</th>
<th>Essential</th>
<th>Desirable</th>
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| Qualifications       | ● 5 GCSE's at grade C or above (or equivalent) including Maths and English. | ● Formal customer service qualification  
● Formal retail qualification  
● Designated Premises Supervisor qualification |
| Knowledge            | ● Previous knowledge of the retail industry.  
● General understanding of retail trade | ● Knowledge of licensing laws and regulations. |
| Skills/abilities/competencies | ● Efficient communication skills with the ability to interact with staff and customers.  
● Demonstrable customer service skills  
● Effective organisational skills with the ability to change task with short notice to meet business demand.  
● Proven ability to supervise staff  
● Ability to provide ‘in house’ training to staff |
**Job title:** Retail Supervisor

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<td><strong>Experience</strong></td>
<td>● Demonstrable previous experience of working in a retail environment.</td>
<td>● Previous supervisor experience in a convenience store or supermarket</td>
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<td>● Previous supervisory experience in a retail environment</td>
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<td>● Previous experience of supervising a small team of staff.</td>
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<td><strong>Personal Attributes</strong></td>
<td>● Self-motivated and able to motivate others.</td>
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<td>● Drive, enthusiasm and commitment.</td>
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<td>● Must have a flexible approach to the hours and days of the work</td>
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