

Supervisor - 16 hours

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Company: Bicester Village

Location: Bicester

Category: other-general

Overview

We are looking for a motivated and driven Supervisor to join the Barbour team based at our Bicester Store on a part-time permanent basis. As Store Supervisor you will assist the Store Manager and Deputy Manager with day-to-day duties, overseeing staff and set the tone of the sales floor, ensuring there is a customer focus. As an integral member of the team, you will help to maximise store productivity and profitability, as well as providing guidance and assisting with staff development. The ideal candidate will lead by example and act an advocate for the team, creating a sales and service focused environment, and ensure all customers receive world class customer service.

Responsibilities

Essential Duties and Responsibilities:

- Assist with running the store on a daily basis, in support of Store and Deputy Manager, to ensure all staff are performing to the expected standard.
- Managing performance and dealing with staff issues.
- Acting as a role model for all employees by continuously exhibiting a high level of service and attention to detail in all tasks.
- Delegating tasks to employees.
- Supervising employees and providing additional training and coaching when needed.
- Handling customer complaints and resolving issues that employees are not authorised to handle on their own.

- Addressing employee problems on the job to ensure everyone is thriving in the workplace and satisfied with their job and work environment.
- Motivating employees to perform well.
- Providing a safe and clean work environment.
- Maintaining strong communication with management, keeping confidential matters, and ensuring feedback is given to help aid the smooth running of the store.

Qualifications

Skills and Experience:

- Experience of retail experience, preferably in a fast-paced, high turnover, environment.
- Strong Minded with an authoritative nature.
- A great leader, leading by example on a daily basis.
- Ability to deal with customer disputes, as well as compliments, not afraid of confrontation.
- Capable of working under pressure.
- Ability to foster teamwork and keep morale high.
- Attention to small details.
- Ability to help educate and assist with the growth of others.
- Flexibility on working hours is essential.

Benefits:

- Staff discount
- Staff Uniform
- Life Insurance
- Healthcare cash plan
- Wellbeing support
- Refer a friend bonus scheme
- Wellbeing support

Note: In the event that a sufficient volume of suitable applications are received, the post may close prior to the specified closing date. Please apply as soon as possible if interested.

Need help finding the right job?

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Cross References and Citations:

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