**JOB DESCRIPTION**

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| **Job Title** | Dippy on Tour Retail Supervisor |
| **Job Reference Number** | L1979 |
| **Closing Date** | 29 November 2019 |
| **Interview Date** | w/c 9 December 2019 |
| **Location** | Number One Riverside and Touchstones |
| **Pay Band** | Band 3, £9.05 – £10.69 per hour |
| **Hours of Work** | 37 Hours Per Week, Fixed Term February 2020 – June 2020 |
| **Accountable To** | Touchstone Manager |
| **Accountable For** | Dippy on Tour Retail Assistant |
| **Special Conditions** | The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role. |

1. **PURPOSE AND OBJECTIVES OF THE JOB**

The purpose of the job is to provide a professional, efficient and high quality service to customers of Link4Life. This includes leading and motivating a team of Retail Assistants and having full operational responsibility for the Dippy on Tour shops at Touchstones and Number One Riverside, ensuring the delivery of exceptional customer service, achievement of sales targets and KPI’s and the maintenance of high standards across the service.

1. **PRINCIPAL DUTIES AND RESPONSIBILITIES**
2. To be responsible for overseeing and maintaining the Dippy on Tour shops at Touchstones and Number One Riverside to a standard which promotes an efficient retail service and a high standard of customer care;
3. To implementation of Customer Care Policy and responsible for dealing with enquiries, comments and complaints including dealing with enquiries over the telephone and face to face, offering information and advice regarding retail services provided;
4. To manage safety and control of customers in accordance with the ‘Code of Conduct’ and other relevant guidelines, policies and procedures as provided, to prevent injury, misuse and damage to the facilities and merchandise within the shop area;
5. To control and maintain the accuracy of the EPOS System, cash point, operation of computerised cash register and other payment systems, issuing of receipts and production of financial reports as required;
6. To monitor stock holding ensuring that orders are placed with suppliers in a timely manner and to ensure that deliveries and stock movement is correctly processed and safely stored, ensuring that key lines do not go out of stock and to minimise overstocks at the end of the exhibition;
7. To ensure that stock is correctly priced and coded and that when scanned at point of sale prices are correct and entered correctly on our EPOS till system.
8. To demonstrate strong selling skills and ability to meet sales targets with an excellent understanding of KPIs ideally in the retail sector;
9. To be responsible for day to day lie management of the Retail Team including management of rota’s, timesheet approval, cover for absence and sickness, training and development, motivation and implementation of performance reviews;
10. To lead by example by delivering a world class customer service ensuring that the Retail Team consistently provide this same level of customer service;
11. To ensure the Retail Team deliver a strong shop floor presence, interacting and actively engaging with customers;
12. To ensure the Retail Team have a strong product knowledge and that this is continuousy shared with customers;
13. To work on a flexible rota pattern which includes regular weekend and bank holidays;
14. To undertake other such duties and responsibilities of an equivalent nature as may be determined by Line Manager including providing cover as necessary in the absence of staff;
15. To work at other Link4Life venues as required to which advance notice and training will be provided if required;
16. To wear the Link4Life issued uniform and ID badge at all times and to ensure the uniform is kept presentable.
17. **SECONDARY DUTIES AND RESPONSIBILITIES**
18. Data Quality - To ensure that Link4Life policy and procedures in respect of Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
19. Equality & Diversity - To work in accordance with Link4Life policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
20. Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder’s actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company’s health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
21. Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.
22. Relationships - To promote positive working relationships with all internal and external parties.
23. Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

**PERSON SPECIFICATION**

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| **Job Title** | Dippy on Tour Retail Supervisor |
| **Job Reference Number** | L1  |

**Note to Applicants**

The **Essential** criteria are the qualifications, experience, skills or knowledge you *must show you have* to be considered for the job.

The **Desirable** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **How Identified** column says Application Form you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education.

| **Qualifications and Experience** | **Essential / Desirable** | **How Identified** |
| --- | --- | --- |
| Qualified to GCSE Grade C or above in Maths and English | Essential | Application Form / Interview |
| Supervisory or Team Leader experience in the retail sector or a customer focussed environment  | Essential | Application Form / Interview |
| Experience of working in the retail sector or a customer facing, target driven environment with a proven record of achieving results | Essential | Application form/ Interview |
| Qualified to Level 3 or equivalent in Retail, Customer Care or similar subject | Desirable | Application Form |
| Hold First Aid at Work Certificate or demonstrate commitment and ability to achieve | Desirable | Application Form |

| **Skills and Knowledge** | **Essential / Desirable** | **How Identified** |
| --- | --- | --- |
| Ability to develop positive relationships with stakeholders, partners and members of the public including effective management of compliments and complaints | Essential | Application Form / Interview |
| Ability to follow laid down procedures, work under pressure and without constant supervision and use own initiative | Essential | Application Form / Interview |
| Flexibility and willingness to co-ordinate tasks to meet operational requirements and encourage new ideas | Essential | Application Form / Interview |
| Ability to prioritise, set and achieve targets and to motivate and inspire staff to achieve targets | Essential | Application Form / Interview |
| Ability to handle and reconcile cash | Essential | Application Form / Interview |
| Excellent knowledge of EPOS Systems and stock control procedures | Essential | Application Form / Interview |

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| --- | --- | --- |
| Good level of numeracy / literacy skills  | Essential | Application Form / Interview |
| Excellent communication; both oral and written and excellent interpersonal skills | Essential | Application Form / Interview |
| Excellent IT skills (Word, Excel, Outlook) | Essential | Application Form / Interview |
| Excellent time management skills | Essential | Application Form / Interview |

| **Special Working Conditions** | **Essential / Desirable** | **How Identified** |
| --- | --- | --- |
| Able to work flexibly including evenings, weekends and Bank Holidays | Essential | Application Form / Interview |
| Demonstrate commitment to Link4Life Values of PRIDE | Essential | Application Form / Interview |
| High standards of personal presentation and appearance | Essential | Interview |
| Full UK driving licence | Desirable | Application Form |

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| --- | --- |
| **Post Holder Name** |  |
| **Post Holder Signature** |  |
| **Date** |  |

Version: October 2019

Completed By: Dippy Retail Manager