

**TAMWORTH CO-OPERATIVE SOCIETY LTD
FOOD DIVISION**

JOB DESCRIPTION

Title: Senior Supervisor

Responsible To: Store Manager

Responsible For: Store Supervision /Motivation/Operations

Principle Duties:

To supervise and motivate the team of retail staff to ensure the smooth running of the store, meeting with the highest standards of customer service.

Liaising with the Store Manager in respect of any issues in performance.

To ensure compliance with Controls in place for maintaining the pricing of goods, stock rotation, wastage controls and any Health and Hygiene issues required by Law for the safe operation of a Food Business.

To ensure all staff comply with the Age Related Sales of the Society's Challenge 25 Policy, advising the Store Manager of any further refresher training.

Briefing employees on any changes in routine or new offers.

To play an active role as part of our shop floor team, serving customers as part of normal duties.

To ensure the store is operated effectively in the absence of the Store Manager.

To ensure that the store is adequately staffed at all times, keeping within budgetary constraints and contracted hours alongside the Store Manager.

Making prompt and pro-active decisions in circumstances of staff leave and sickness to provide sufficient cover at all times when the Store Manager is away from the business.

To assist and advise the Store Manager on any training requirements.

To assist the Store Manager on stock control and stock replenishment of core stock.

Ensuring that administrative duties (delivery notes, monitoring losses etc) are maintained, ensuring all staff clearly know the administration procedure with deliveries and that all goods are displayed following the correct procedures.

To ensure all staff adhere to the Society Policies and Procedures and to liaise with the Store Manager.

To adhere to the Society's policy when dealing with complaints.

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To ensure the store is maintained to the highest standard of cleanliness and presentation, and that any remedial maintenance work is brought to the attention of the Store Manager.

To organise and undertake stocktaking as and when required in an effective and efficient manner in order to monitor stock levels and stock loss.

To ensure safe and secure cashing up of the daily takings.

To abide by and carry out the Society's Health and Safety Policy.

To carry out any other duties as may be required by the Business from time to time.

Key Performance Indicators:

Quality of Staff Motivation and Customer Service

Level of Complaints

Product Knowledge

Health and Safety Standards

Assisting the Store Manager

To maximise all sales opportunities in line with Company Policy, by ensuring product availability through the C.R.T.G. network.