

## **JOB DESCRIPTION: FRESH PRODUCE SUPERVISOR**

Reports to: Store Manager

**Mission:** To help us be the best independent retailer and deliver on the company purpose, aspiration, customer promise and values primarily by delivering excellent customer service throughout all areas of your role.

### **OUR COMPASS**

#### **Our Purpose (why)**

Our purpose is to build a better, fairer food community.

#### **Our Aspiration (what)**

We will be the best independent retailer at making organic and local food accessible to all, whilst respecting and celebrating all in the food chain.

#### **Our Customer Promise (what)**

1. The best offer of fresh, all organic produce available.
2. The largest range of organic and local food in the UK
3. Fair prices to all in the food community
4. Convenience of our daily needs under one roof.
5. A friendly and caring shopping experience

#### **Our Values (how)**

*"THIRST for a better world"*

Trust and honesty in our dealings, messages and promises to customers  
Healthy in mind & body, in our way with each other, our offer and our planet  
Independent and proudly so, unconventionally challenging the status quo  
Respectful of our suppliers, customers, local community and staff  
Service of all and striving to be better and to go the extra mile for customers  
Trading fairly because we are all interconnected and the world needs it

#### **Our Tone (how)**

Caring, engaging, friendly, positive, honest, considered, respectful  
Fair, helpful, balanced, empathetic, outspoken, bold, professional  
Yet, with fun and vivaciousness

**Main purpose of the job:** To support the Fresh Produce department in order to maximise the business potential of the retail operation through delivery of efficient best practice and excellent customer service.

**Main Accountabilities:**

- Support the efficient ordering, receipt and management of fresh produce so that the company is adequately and appropriately stocked.
- Provide clear communication with retail managers, fresh produce team and Marketing Manager across both stores to ensure parity in offers, pricing and margins.
- Ensure that Better Food offers the best range and value for our customers taking into account customer feedback/requests.
- To oversee the shop floor team in the absence of a Supervisor and to positively encourage staff to undertake pre-packing.
- Keep all areas of Fresh Produce clean, tidy and ordered. Including monthly deep cleaning of shop floor and stock fridges to maintain their efficiency.
- Adhere to Soil Association regulations, ensuring that the integrity of organic produce is maintained through appropriate status checking, packing and cleaning procedures.
- Delivery of excellent customer service, dealing with customer complaints and passing on customer feedback to the management team.
- Provide a safe and clean environment for staff and customers by adhering to food hygiene, health and safety and fire safety regulations.
- Ensuring that the appearance of the shop is always abundant by regular shop floor walks, facing up, stock taking, and monitoring stock levels.
- Maintain an adequate understanding of the EPOS system in order to maintain accuracy of the system.

**Key Performance Indicators:** To be agreed

**Expectations:** We expect all staff to foster a “can do” attitude, to lead and inspire by example and to put the best interests of the company at the forefront of all they do at The Better Food Company.

This includes taking responsibility for achieving and maintaining the highest standards of health and safety in the workplace.

September 2016