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| **main objective…** To lead, inspire and motivate the instore teams through leading by example – showcasing excellent customer service in order to coach the floor teams to improve the overall customer experience.  To support the H&B and Store Managers with the general day to day running of the store and department.  Having a can do, infectious positive attitude which resonates throughout the team. To harness a culture of ownership. **key performance indicators…**   * Sales performance across health and bodycare. * Providing outstanding customer service. * Department walks (merchandising, stock levels) | |  | | --- | | HEALTH & BODYCARE SUPERVISORTo support the h&b manager.to lead and inspire the team. |  **accountable for….** LEAD BY EXAMPLE   * To be presentable. * Arrive for all shifts on time and ready to work. * Treat the team with respect. * Create a warm and inviting atmosphere for customers. * Have a positive ‘we can do this’ attitude.   STANDARDS   * Maintain high visual standards to create a sense of pride. * Supervisor daily/weekly checklists must be completed. * Ensure efficient ordering, receipt and management of stock, including monthly stock takes. * Good level of product knowledge with the ability to use that knowledge to assist and advise customers on all aspects of our Health and Bodycare offerings   YOUR TEAM   * To encourage and motivate the team. * Coach and train your team, where needed. * To ensure New Starters are nurtured and cared for. * Delegate and share tasks with your team.   SUPPORTING YOUR MANAGER   * To be flexible over 7 days trading. To support the needs of the growing business. * To be able to open and close the store securely. * To be able to open and close a till efficiently. * Maintaining incident reports for theft occurrences. * Maintaining accident reports for staff incidents. * To ensure the staffing areas are clean. |