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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)
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| 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.
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