

**JOB DESCRIPTION Retail Supervisor**

<b>Job Title</b>	Retail Supervisor
<b>Department</b>	Retail Operations
<b>Reports to</b>	Retail Manager In the Retail Manager's absence, the role reports to Assistant of Retail Manager (2IC) or the Store Manager on Duty.
<b>Key Relationships</b>	Retail Manager Assistant Retail Manager Store team members Inwards Goods Team HR and Payroll teams Supplier representatives Customers

**Role purpose of Retail Supervisor role:** Retail Supervisor serves as the third-in-charge (3IC) and is responsible for overseeing store operations in the absence of the Retail Manager and Assistant Retail Manager. This role requires in-depth knowledge of inwards goods, store products, company standards, and operational processes. The Retail Supervisor also steps into the Inwards Goods role when required and covers the Assistant Retail Manager role when they are on leave.

**Key Responsibilities    Key Deliverables/Outcomes**

	<p>Supervise and support retail staff in daily tasks.          Ensure store policies and operational standards are upheld.          Assist with inwards goods, stock receiving, and processing.          Maintain accurate stock records and manage stock discrepancies.          Train staff on company policies, procedures, and product knowledge.          Provide excellent customer service and handle escalated complaints.          Assist in merchandising and promotional displays.          Manage pricing updates and label accuracy.          Support store cleanliness and organisation.          Oversee daily cash handling and till balancing.          Step into the <b>Inwards Goods</b> role when the responsible person is on leave.          Cover the <b>Assistant Retail Manager</b> role when they are on leave.</p>
<b>Skills and Qualifications</b>	<p>Previous experience in a senior retail or stock management role preferred.          Strong knowledge of store operations and compliance standards.          Experience with stock control systems and POS software.</p>

**Attributes**

*Key Competencies*

Strong product knowledge and understanding of Inwards goods.  
Ability to supervise and train retail staff effectively.  
High level of accuracy in stock management.  
Customer service and problem-solving skills.  
Organisational and leadership abilities.

Employee name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_