

Job: Sales Supervisor – Palmer Gardens

Salary £17,000 - £22,000 (All other areas)

Location: Trowbridge

Reports to; Department Manager

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

Palmer Gardens is a small horticultural focused garden centre where plant quality, great food and excellent customer service are our core values. We combine this with training department where young adults with individual needs learn retail, hospitality and life skills which will help them gain meaningful employment.

The Sales Supervisor needs to drive the sales and profitability of the plant area whilst ensuring the agreed retailing standards are maintained at all times.

Are you right for the job?

- Do you have experience of working in Retail and have a keen interest in Horticulture and/or gardening?
- Do you have a strong track record of achieving sales and performance targets?
- Do you motivate people, work well in a team and stay focused under pressure?

Person Specification

Job Title: Sales Supervisor

(E = Essential D = Desirable)

Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all clients internal and external **(E)**

Technical competency (qualifications and training)

- NVQ level 2 in Horticulture or Training or to have proven industry experience. **(E)**
- Horticultural Knowledge and plant recognition **(E)**

Experience, Knowledge and Skills

- Experience of working in a customer services environment **(E)**
- Have experience in the use of all horticultural equipment and related machinery. **(E)**
- Experience in growing plants and produce to ensure the correct stock is available for sale. **(E)**
- Knowledge of good retail practices or experience in a plant retail environment **(E)**
- Excellent customer service skills **(E)**
- Good verbal communication skills. **(E)**
- Ability to work within a team and possess a flexible approach to work. **(E)**
- Enthusiastic, motivated and keen to deliver a quality service. **(E)**
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- An ability to undertake frequent travel in the local area. **(E)**
- To be physically fit and able to cope with the physical demands of the role. **(E)**
- To have an understanding of disability and employment related issues. **(D)**
- Experience of delivering training or supporting the delivery of training in the adult sector. **(D)**

Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- Role requires a Criminal Records Bureau disclosure at an Enhanced level. **(E)**

Main Duties and Responsibilities

1. To maximise the efficient and effective use of the external plant sales area
2. To assist line manager in the planning of the layout and use of display equipment to maximise the return on space
3. To ensure all trading checks are completed at the agreed frequency
4. To ensure the quality of all the stock within the department is maintained and rotated
5. To ensure the stock is maintained in a clean, tidy and undamaged state
6. To manage and record wastage according to the guidelines
7. To assist line manager with preparation of orders for stock to meet the expected level of trade
8. To merchandise and display stock according to the agreed principles
9. To create impulse, seasonal, promotional, themed and linked displays
10. To request point of sale material and use it to ensure all displays are fully supported
11. To provide excellent customer service and proactively serve and help customers in need of assistance, resolving queries / complaints
12. To actively sell, encouraging link sales and up-sales wherever possible
13. To take customer orders and then advise customers on receipt of the goods
14. To ensure that all display equipment is maintained to a professional standard
15. To ensure the security of the company's property is maintained
16. To ensure all tasks are carried out in a timely manner
17. To undertake any other reasonable tasks requested by the Department Manager
18. To deputise for the Department Manager (in absence of other Department Supervisor)
19. To complete all necessary paperwork in an accurate and timely manner
20. To work in other departments when required to do so

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

This Job Description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.