

## **Garden Centre Shop Supervisor Job Description**

Support the Shop Manager in the day to day running of the shop floor as part of the wider Batsford Garden Centre team, to include:

- Opening Tills for the day and maintaining of floats
- Support Garden Centre Shop Assistant staff and assign tasks as required
- Supervise weekend/seasonal staff
- Close down of shop and tills at end of day
- Key Holder to lock and alarm as needed
- First Aider and Fire Marshall as part of a team; full training will be provided
- Assist in Annual Stock Take
- Other related duties as may be reasonably required

The following duties of the Garden Centre Shop Assistant role should also be undertaken/overseen as required:

- Operate Tills/Credit Card machines and serve and assist customers
- Answer customer queries in person and by telephone
- Daily re-stocking of shop floor
- Cleaning the shop and goods for sale to maintain a safe and hygienic presentation, including front courtyard entrance area. When necessary, to also clean the public toilet areas and to top up the toilet tissue/hand towel/soap when required
- Assist and unload deliveries of goods into the shop/shop store, and deliveries out to customers
- Assist with merchandising displays
- Help customers with goods purchased to their cars, if needed, which may include heavier items. To practise the use of safe lifting techniques at all times.
- When required, to help other areas of the Garden Centre in busy periods, for example within the Plants Department
- Complete the end of day cashing up, ensuring all money, till receipts and credit card receipts are put into a sealed bag and pass to the relevant manager on duty

This full-time role will involve working every other weekend on a rota basis with one fixed day off during the week.

This role does include an element of heavy lifting. The Foundation does not expect any employee to lift beyond their means, and they must always bear this in mind when working.

An interest in and knowledge of gardening and plants/products is desirable but not essential.