

## Pophams Home and Pantry Supervisor (Temporary)

**Hours of work:** 45 hours per week. 5 days worked across a 7-day week.

**Place of work:** Pophams Home - 21 Prebend Street, N1 8PF.

**Pay:** £30,000 per annum (pro rata for temporary role)

### **Responsibilities:**

- Supervising 21 Prebend Street – ensuring its smooth day-to-day running
- Offering the highest level of customer service to every shopper. Leading by example to other team members
- Maintaining and encouraging a warm, hospitable environment for shoppers and guests
- Ensuring site is clean, organised and of the Pophams standard
- Demonstrating and sharing exceptional knowledge on all products, and upselling where appropriate
- Ensuring all products are displayed correctly, and shelves are restocked to always look plentiful
- Responding to customer enquiries and/or complaints when on site
- Assisting with monthly stock take
- Receiving deliveries and organising stock room
- Recording stock wastage and movements through approved stock system
- Ensuring site is stocked with Pophams Home and Deli items – and liaising with Pophams Home Buyers when a restock is required
- Liaising with General Manager when any other purchases are required. Communicating with them regularly about the running of the shop
- Ensuring the site is food safety compliant – with daily fridge temperatures taken, opening and closing checklists completed and FIFO observed

### **Expectations**

- Create and manage own workload proactively and effectively
- Be organised, and solution-focused (not problem-led)
- Communicate in a constructive and friendly manner with all teams and management
- Represent the Company positively internally and externally
- Have a true understanding of the Pophams ethos
- Aim to increase productivity and profitability directly
- Support the General Manager and Senior Management team with any reasonable requests that may fall outside of normal working role