

JOB TITLE: Supervisor



Reports to: Store Manager

The Company:

At Balfe's it is all about people. And bikes! It is the passion, energy, and enthusiasm of all our colleagues throughout the business, which makes Balfe's a great place to work. Joining Balfe's means you will be working with like-minded people, and you will have opportunities to develop your skills and experience, and plenty of career progression if you want it.

Supervisor overview:

As a supervisor you will be responsible for overseeing other employees, primarily sales staff and possibly other workers supporting the Assistant Manager and Store Manager in the smooth running of everyday operations. You will carry out the requests of management in motivating, training and possibly disciplining employees. The goal is to support the store management team and ensure the delivery of extraordinary standards across the store and a great customer experience.

What you'll be doing at Balfe's:

- Ensuring support to the rest of the store management team with the day-to-day management
- A key holder when required you will adhere to all in store security and responsible for opening/closing the store on shift
- To be responsible for taking of monies, cashing up and floats and use automated till.
- To fill in appropriate paperwork and cashing up of tills at the beginning and end of each shift.
- To assist/complete routine stock counting, stock take, layouts, restocking and promotion set up.
- Overseeing order book and managing orders in the absence of Store Manager.
- Has responsibility in the absence of the Shop Manager/Assistant Manager for the shop rota
- Support with daily workload and delegation to team for both Shop floor and Workshop
- Supervise work tasks, check completion, and deliver to expectation set by line manager
- Supervises team members in duties and performance, providing feedback where necessary and reporting team strengths and weaknesses to management
- Support with maintaining store environment and housekeeping standards
- Work in a safe and efficient manner and adhere to all Company policies and procedures relating to Health and Safety
- Understand product features and benefits, ensuring knowledge is kept up to date in line with new products
- Understand KPI targets and expectations to achieve targets
- Motivates, guides, and mentors team members to exceed goals and creates a positive environment during shifts

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.

Knowledge & Skills

- Experience of leading a team or management experience would be beneficial
- Advise and recommend products and services to suit customer needs and budget
- Demonstrates a positive approach to all their work and gives the best of themselves to every task and challenge
- Understanding of how to assemble bikes and/or passion for cycling
- Ability to drive sales through excellent service
- Ability to motivate a team with effective communication

Balfe's Perks:

- Additional allowance for working Saturdays & Sundays.
- Split shift opportunities and incentives.
- Technical training & accreditation program for mechanics and new starters.
- 28 days annual leave and other flexible holiday arrangements.
- Incentivised weekend working.
- Cycle to Work initiative.
- Trade discounts after probation for staff.
- Performance/commission bonuses.
- Brand led training courses.
- Referral bonus scheme.
- Uniform is provided.