



## Shop Floor Supervisor

**Location:** 21 Tower Street, London WC2H 9NS (Covent Garden)

**Hours:** Full-time, (41.25h per week) ; 5 days across the week, including 3 weekends monthly. 9am - 6pm shifts (Saturdays, 9.30am to 6.30pm)

**Holidays:** 28 days per annum  
Shop is closed 2 days at Christmas and 2 days at New Years

**Pay:** from £30,000, depending on experience + discretionary bonus based on performance results

**Reports to:** Shopfloor Manager

**How to apply:** please email CV and cover letter to [julia@choosignkeeping.com](mailto:julia@choosignkeeping.com)

### About Us

Established in 2012, Choosing Keeping is a specialist stationery shop located in Covent Garden, focused on delivering excellent customer service and beautiful products in an inviting environment. Proudly independent, Choosing keeping is energetic and busy shop where many tourists, Londoners and professionals like to shop - come be a part of a fun and visually inspiring place.

### The Opportunity

We are pleased to offer a role to join our team directly at a leadership level where you'll be supervising a friendly team of shop assistants and delivering excellent customer service and smooth operations over the busy weekend period. Still in a period of growth, this is an exciting opportunity to take an active role in building a dynamic team, by bringing skills and drive to the work of shopkeeping.

### Responsibilities

#### Day-to-Day

- Key holder responsibilities : you'll be opening and closing the shop, ensuring that

protocols around security are adhered to strictly

- Team Leader: you'll be heading the morning meeting leading each team member to their respective tasks for the day
- With the support of the Shop Manager, you will oversee the shop space and maintain high standards in visual merchandising and maintenance of shop assets (furniture and displays)
- You will attend to and approve complaints and management-only operations of exchanges and returns
- You will report sales results to the shop floor manager and director
- (Rarely) you will be the point of call in case of incident and conflict resolution situations. Training will be offered.

### *Big Picture*

- Creatively and logistically, you will be contributing to the planning and installation of our seasonal displays, shop window and Christmas window
- You will be responsible for regular training and induction training for new and existing shop assistants
- You will monitor sales assistants' performance and be a leader for team motivation and productivity
- You'll look at strategies to grow sales and develop customer relationships including attending to our loyal and regular customers

### *About You*

- You have proven experience in retail and customer service at a supervisor or managerial level
- You are an energetic and self-motivated person, happy to come to work and be part of a friendly dynamic team. You are hardworking and do not get bored easily
- You enjoy contact with customers and are happy and contented working on a shop floor. You are passionate about retail and appreciate that shop workers are valuable. You have a flair for sales and enjoy the hustle and bustle of a busy shop
- You have a sharp eye for presentation and have an appreciation for shop displays and visual merchandising
- You are a confident, responsible and trustworthy person - the shop team will rely on you for smooth running of a busy shop. You are not flustered easily
- You are looking for a long-term opportunity that can lead to further professional growth and further opportunities

Kindly submit a CV and cover letter in PDF format to:

[julia@choosingkeeping.com](mailto:julia@choosingkeeping.com) with the subject line 'Weekend Supervisor'

*Applications for part-time work or non-weekend availability will not be considered*