

Rafi's Spicebox Job Description

Concession Supervisor

“Inspire people to use spices at home; to cook the best quality food possible. We achieve this through the development of our expert team, innovative products and unique customer experience”

A Concession Supervisors role is to run the site/ department successfully. Making themselves available on the shop floor, to support their team. They are responsible for ensuring their staff give great customer service face to face, over the phone and via the internet and tawk, as well as monitoring the financial performance of the department.

Key Responsibilities:

- Provide excellent management by example to all areas of your department, acting with honesty and integrity.
- Lead your team in achieving excellent results on a daily basis, ensuring motivation levels remain high and encourage your team to participate at all levels of the business.
- You are responsible for staff work rate, quality, punctuality and any other matters that need attention.
- Develop and maintain positive relationships with your team, other concessions on site and the Booths management team. You will also develop relationships with suppliers (the warehouse team) and ensure clear effective communication with HR regarding any staffing issues/ changes.
- Financial accuracy must be maintained at all times when producing reports. Adhering to strict operational procedures and processes to ensure the safety and security of the staff at the premises. Completing all administrative tasks correctly and on time.
- You will maintain and manage stock levels making key decisions regarding stock control to minimise wastage.
- Maintain outstanding hygiene conditions.
- Ensuring standards for quality, customer service and health and safety are met through the completion of regular audits, quality checks and adherence to h&s compliance regulations.
- Support, implement and promote all marketing sales activity within the business. Liaising with the marketing team, regularly reporting on any and all promotional activity. Therefore helping to develop business strategies to raise our customer pool, expand online traffic and optimize profitability.
- Report to your direct senior manager on buying trends, customer needs and profits etc
- Responding to customer enquiries and complaints to a successful resolution or escalating them to the relevant senior manager in order to do so.
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff through hosting regular staff meetings with your team informing and updating them on any and all company promotions, key business updates and ensuring continued adherence to company practice.
- Conduct personnel performance appraisals to assess training needs and build career paths.
- Supervise the shop floor regularly, talking to staff and working alongside them, identifying opportunities to increase staff and customer satisfaction.
- Initiating changes to improve the business, ensuring your department is run efficiently.



- Maintaining regular communications with your fellow site managers and senior managers in a timely, effective and professional manner.

You will have overall accountability for the day to day running of your Rafi's Spicebox department, working closely with and reporting regularly to your senior manager. You are expected to consult with your senior manager on all non-routine decisions (eg. product and supply issues), sales initiatives and HR issues that lead to significant changes to the business (eg. headcount increases, promotions or any staff issues that could lead to dismissal).

This job description is by no means exhaustive and is a guideline only. You may be required to perform other duties which are not expressly listed but are in keeping with the general purpose of your new role and we reserve the right to make changes to this job description as appropriate.