



Position Description: Site Supervisor

Location:	Site Based
Organisation:	ROC UK Limited / Ireland ROC Limited
Reports to:	Store Manager
Purpose of role	<p>To grow the business through compliance and operational excellence by implementing the guidelines and principles for a ROC store</p> <p>To work within the team in an enthusiastic and energetic way to ensure the safe, secure, efficient and effective operation of all aspects of the store</p> <p>To demonstrate customer focus by exhibiting a passion for service in each and every transaction and through a whole hearted contribution to the team effort</p>
Key Responsibilities and Accountabilities:	<p>This position will involve significant periods of time performing the role of Sales Adviser but with additional responsibilities including the supervision of team members</p> <p>License to Operate Follow all safety and security guidance and advice without exception including "Work Control" and "Alert" procedures</p> <p>Pay particular attention to the immediate clean-up of any internal store spillage and strictly follow all guidance and training for handling spillages of fuel</p> <p>Undertake all necessary site security and surveillance activities to ensure the continuous safety and security of customers, employees, contractors and of company property and assets</p> <p>Communicate, support and ensure implementation of all safety and security guidelines to the team as required</p> <p>Ensure customers meet the statutory requirements for the purchase of age or otherwise restricted goods or services e.g. tobacco products, fuel dispensing, alcohol etc</p> <p>Take responsibility for store product rotation ensuring past "sell-by-date" product is not offered for sale and is disposed of as per guidelines</p> <p>Dispose of fresh food of an unsatisfactory quality or freshness in accordance with training and procedures</p> <p>Work continuously with the team to perform housekeeping of the store ensuring the presentation is to the highest possible standard of cleanliness and hygiene</p> <p>Liaise with and support third party contractors, government agencies and</p>



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	<p>ROC/Esso personnel to ensure continuous store operation</p> <p>Follow specific and general guidance and advice as advised by the Store Manager or designate</p> <p>People Engender, develop, support and implement the principles of excellent customer service and the "One Team" approach to ensure our passion for service is consistently delivered to every customer</p> <p>Assist in staff training with particular regard to the exhibiting of a passion for service to all of our customers</p> <p>Ensure all team members always contribute effectively to the delivery of excellent customer service</p> <p>Act as a role model to the team when you fulfil customer needs in the position of a Sales Adviser</p> <p>Ensure staff and personal presentation is of the highest standard in compliance with company guidelines</p> <p>Support your Store Manager or designate in all matters including the development of the team</p> <p>Attempt to swiftly resolve individual team member grievances and when required refer these to the Store Manager or designate</p> <p>Seek to develop as an individual and increase contribution to the organisation as a whole</p> <p>Profit Monitor the timeliness and accuracy of the shift handover process taking action to resolve outstanding issues</p> <p>Identify potential out of stock situations and report to Store Manager or designate in a timely manner</p> <p>Complete, or assist with, inventory counts as requested by the Store Manager or designate</p> <p>Ensure deliveries are accepted and the associated paperwork is handled as per guidelines</p> <p>When performing the role of Sales Adviser work with the rest of the team to ensure the smooth operation and running of the store.</p> <p>Perform any task or role reasonably requested of you by the Store Manager or designate</p>
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Authority:	The following documents describe the authority of this position: Delegation of Authority Guide (DOAG) N/A Personnel Matter Guide (PMG) See Guide
Education/ Qualifications	Qualifications in English and Maths preferred. 5 GCSEs including Maths and English at grades C or above desirable
Knowledge, Skills and Experience	Retail and Supervisory experience preferred Good Customer service skills Good interpersonal and communication skills Team player Flexible Attention to detail Ability to plan workload effectively to deliver to target

Agreed and approved:

Site Supervisor

Date:

Store Manager

Date: