

TOAST

FULL TIME SUPERVISOR – RICHMOND ON THAMES

TOAST designs clothes and homewares for modern living (for both women and men). We endeavour to create products that are unique – designed with great care, made of the best quality fabrics – and present them in simple but original and inspiring ways. We are known for our seasonal photography campaigns - which take us all over the world and continually expand our influences – as well as a consistent dedication to depth of thought in everything we do.

The emphasis within the TOAST workplace is on simplicity, originality, creativity and thoughtfulness. We work hard to communicate intelligently with the wider world (to assume intelligence in those we engage with) and strive against doing the obvious. We value serious thought in many broad fields – in art, literature, design, philosophy, travel, science... – as much as we do in fashion. Though our output may appear simple, it is always produced with great attention to detail.

Our employees are the catalyst for TOAST's successes. They share our interests and values, have an enthusiasm for TOAST itself, a deep knowledge and love of their own specialist area, and a wealth of life experience. With this common ground we work together with clarity of thought, producing innovative ideas and always doing our very best for TOAST.

In return for the dedication of our staff, TOAST offers a supportive and friendly working environment with flexible working hours and generous staff discounts. Each new staff member receives a comprehensive induction, including product and brand training, that helps to plant a deep understanding of TOAST that can be carried confidently into the outside world.

To apply for a position at TOAST...

We require all applicants to send a C.V. with a covering letter that addresses the following three questions as well as the responsibilities outlined in the individual role description.

1. What excites you about working for TOAST?
2. What are your interests and loves outside of work?
3. What have you achieved professionally that makes you stand out amongst your peers?

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10.10.18

ROLE DESCRIPTION –

As Supervisor you will have responsibility for the day to day performance of all aspects of store operations. You will be expected to use your initiative to support the delivery of the brand's performance and cultural expectations, manage your stock and your space in order to maximise its sales potential, profitability and ensure delivery of the brand's visual expectations. You will need to deliver excellent practices in order to maintain an efficient and effective back of house operation which supports store performance.

You will also need to be an ambassador for the brand's culture both in your appearance and behaviour and will be expected to develop your team to the same standards.

KEY RESPONSIBILITIES –

- Support delivery of store Sales, Payroll and Stock Management KPI targets
- Support management of all other costs within agreed budgets
- Deliver TOAST's Customer Service expectation both personally and through your team
- Support delivery of TOAST's Brand Visual expectation using all information available
- Support the Store Manager in commercially managing your stock package to achieve maximum potential using all information available
- Contribute towards detailed feedback to key liaisons regarding stock performance
- Support delivery of an excellent back of house operation that supports the needs of the store and facilitates optimal trading results in a secure fashion
- Support the store recruitment process and help manage team performance to ensure it is able to deliver expectations in a motivated and engaged way
- Support delivery of all necessary training and development to the team to ensure they have the capability to perform to expected levels
- Seek development and training of own skills set to continually improve performance
- Ensure a safe and healthy working environment for all of the team with a focus on risk assessment and ensuring a high level of housekeeping
- Liaise and seek feedback from all key Head Office functions in order to facilitate excellent store performance
- You will be a Brand Ambassador, representing TOAST both visually and behaviorally at all times