

## THE MILLBROOK GARDEN COMPANY LIMITED JOB DESCRIPTION

**Job Title:** Goods in Supervisor  
**Responsible to:** Shop Manager

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### **Job Purpose:**

- To oversee the daily running of the goods inwards department ensuring all orders and deliveries are correctly processed and received, ensuring a smooth transition to the shop floor or storage, enabling the retail team to inspire, educate and equip our customers.
  - Oversee the customer delivery process ensuring customer deliveries are carried out in an efficient way and ensuring customer satisfaction.
  - Responsible for credit/supplier notifications and to liaise with buyers and supervisors on stocking issues.
  - Constantly find ways of improving your department to achieve agreed company targets and objectives.
  - To have overall responsibility for the general tidiness of the goods inwards department, back of house and organisation of container stock.
  - To drive performance maximising commercial potential.
  - To promote staff ownership and accountability to create a positive and enjoyable working environment.
  - To ensure that the department operates within current Health and Safety legislation.
  - To contribute to the success of Millbrook as a whole.
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### **Key Accountabilities:**

#### **1. People**

- Confidently acknowledges all customers and delivers exceptional service
- Behaves in an approachable, helpful and smiley way
- Takes pride and enjoys working for Millbrook
- A proactive approach to sales

#### **2. Positive Approach**

- A "Can do " Attitude
- A willingness to learn and develop
- A friendly, enthusiastic and approachable manner
- Positive, open and honest communication at all times

#### **3. Professional & Efficient**

- Follows all company policies and procedures
- Takes ownership and responsibility
- Takes responsibility for own health and safety and for colleagues
- Behaves and acts in a way that contributes to the overall success of Millbrook
- Uses time effectively and prioritises workload to ensure targets and deadlines are met

#### **4. Profit & Growth**

- Aware of company goals and takes personal responsibility to help achieve them

- Positively influences Gross Profit by helping to minimise wastage and being careful with company resources
- Understands set personal objectives and focuses on what needs to be done to make them happen

**5. Leadership**

- Leads by example and supports team members' development through advice and coaching
- Encourages whole team to contribute
- Uses appraisals and performance reviews to link individual objectives to company business plan
- Gives timely constructive feedback to achieve constant improvement and address poor performance
- Identifies training/coaching needs, and ensures they are addressed
- Listens to and involves people in achieving company goals
- Communicates clearly in all directions and creates a positive working atmosphere
- Day to day planning to achieve company objectives
- Shows by example how all can positively influence gross profit

**Key Performance Indicators:**

**1. Financial Targets Achieved:**

- Sales, wastage and profit

**2. People Targets Achieved:**

- Compliant recruitment achieved
- Timely and thorough induction of all new starters

**3. Customer Targets Achieved:**

- Customer numbers and conversion rates achieved
- Customer average spend achieved
- GCA Inspection targets achieved
- Mystery Shopper target scores achieved

**4. People Targets Achieved:**

- Staff Attitude Survey satisfaction target achieved

Signed by Job Holder: .....

Print Name: .....

Signed by Job Holder's Manager: .....

Print Name: ..... Date: .....