

PR/118811 | Shop Supervisor

Job Information

Recruiter
JAC Recruitment UK

Job ID
1619276

Industry
Retail

Job Type
Permanent Full-time

Location
United Kingdom

Salary
Negotiable, based on experience

Refreshed
October 27th, 2026 10:20

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Fluent Level

Minimum Japanese Level
Basic Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Shop Supervisor

About the Position

We are seeking a proactive and motivated Shop Supervisor to help manage the day-to-day running of our store while ensuring customers receive outstanding service. This position is well suited to someone with a strong interest in retail, food, and Japanese culture, who enjoys leading a team and working in a dynamic environment.

As a Shop Supervisor, you will play a key role in supporting store success by coordinating daily operations, maintaining excellent presentation and service standards, and helping the team meet both sales and operational objectives.

Main Duties

- Provide a high standard of customer service and ensure every visitor enjoys a positive shopping experience.
- Lead, coach, and support team members, helping them achieve performance and customer service goals.

- Professionally manage customer enquiries, feedback, and complaints.
- Share product knowledge and encourage sales of Japanese food, beverages, and retail items.
- Represent the brand positively and consistently uphold service excellence.
- Assist with core store activities, including cash handling, opening and closing procedures, and stock management.
- Track inventory levels and ensure products are replenished efficiently.
- Monitor stock rotation and conduct routine date checks to maintain product freshness and quality.
- Ensure displays are visually appealing and merchandising standards are maintained.
- Contribute to promotional campaigns, seasonal events, and other sales-driving activities.
- Follow all food safety, hygiene, health, and safety policies.
- Keep both customer-facing and staff-only areas clean, tidy, and well maintained.
- Adhere to company procedures and safe manual handling practices.
- Promote strong communication and teamwork to maintain a positive workplace culture.

Candidate Requirements

We would like to hear from applicants who have:

- Previous experience in a supervisory capacity within retail, hospitality, or a food-related environment.
- A genuine commitment to delivering exceptional customer service.
- Excellent interpersonal and leadership abilities.
- The ability to remain organised and effective in a fast-moving workplace.
- Strong problem-solving and organisational skills.
- Knowledge of the Japanese language.
- An interest in, or understanding of, Japanese cuisine, products, and culture.

Preferred Qualifications

- Food Hygiene and Health & Safety certification or related knowledge.
- Experience with stock control processes and visual merchandising techniques.

Additional Details

- The role may involve working at the clients different locations required.
- Availability to work flexible shifts, including weekends and public holidays, is essential.
- Relevant training will be provided where needed.

Join our team and help bring authentic Japanese food, products, and cultural experiences to customers every day.

Salary

£27,000 - £29,000 per annum

Benefits

- Casual dress policy
- Company events
- Workplace pension scheme
- Free or discounted meals

- Employee discount programme
- Opportunities for salary increases

Experience

- At least one year of supervisory experience preferred

Language

- Japanese language skills preferred

Eligibility

- Right to work in the United Kingdom preferred

Location

- On-site role

We regret to inform applicants that only shortlisted candidates will be notified. Thank you for your understanding

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Company Description