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Senior Supervisor East London

17 February by Reed

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£ £30,000 - £33,000 per annum, inc ... ⌵ Permanent, full-time

📍 Docklands, London

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- Annual Salary: £
- Location: Canary Wharf
- Job Type: Full-time (40 hours per week, 5 days a week)

We're looking for a confident and experienced Senior Supervisor to take the lead of a flagship store. You'll play a key role in driving performance, delivering outstanding operational standards, and supporting the team to be at their best.

In this hands-on leadership role, you'll oversee day-to-day store activity, coach and develop staff, and ensure the store consistently delivers an exceptional customer experience. You'll also be involved in training teams for new store openings and helping to develop the next generation of Assistant Supervisors and Supervisors.

This is a brilliant opportunity!

Day-to-day of the role:

- Manage all operational duties for assigned stores, leading by example and supporting Supervisors, Assistant Supervisors, and senior staff.
- Liaise with Senior Management and head office departments to implement strategies that improve store performance.
- Be actively involved in promotion days, peak days, and seasonal events.
- Train and develop staff, including new Supervisors and Assistant Supervisors.
- Ensure high standards in customer service, merchandising, and store cleanliness.
- Review inventory for assigned stores and coordinate with the Area Manager as necessary.
- Track and manage store performance against KPIs (sales, staff hours, wastage).
- Handle staff performance and attendance issues, including taking disciplinary actions when necessary.
- Professionally manage customer queries in line with company policies.
- Plan and review staff rotas and annual leave in accordance with company policy.
- Enforce all company best practices and policies.
- Attend monthly operations meetings and relay important information to staff.
- Manage health and safety compliance and act as the Designated Alcohol License Holder where required.

Required Skills & Qualifications:

- Proven leadership skills with the ability to manage and develop a team.
- Strong communication and interpersonal skills.
- Knowledge of East Asian and South East Asian food & beverage products is preferred.
- Bilingual in Mandarin and English.
- Must be eligible to work in the UK.
- Food safety knowledge is mandatory (Food Hygiene Level 2/3 or higher; training can be provided).

Benefits:

- Competitive salary.
- Pension and 28 days annual leave.
- Opportunities for professional development and training.

To apply for this Senior Supervisor position, please submit your CV detailing your relevant experience and why you are interested in this role.

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Reference: 56479849

Please note that [Reed.co.uk](https://www.reed.co.uk) will never ask you to provide your bank, passport or driving licence details during the application process.

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Miss Ivanna Purtova

London, United Kingdom

Mob. +44 7724 604151

E-mail: ivannapurtova77@gmail.com

Dear Hiring Manager,

I'm writing to apply for the Senior Supervisor job that you have posted in East London. I have worked as a store supervisor and in customer service for more than ten years, so I have strong leadership, organization, and team management skills that are a good fit for this job.

As a Retail Supervisor in Kyiv, I used to be in charge of a group of 10–12 workers, planning their plans, making sure they knew how to handle cash, and making sure they provided excellent customer service. Through this training, I was able to improve my leadership and business management skills.

Since I moved to London in 2017, I've been working in sewing services, where I help customers get clothes that fit right and make changes to their clothes while also helping the business run every day. This job has helped me improve my ability to pay attention to details, talk to people, and keep good customer relationships.

Along with my work experience, I am currently learning Business Skills for the Workplace at a university in the UK. This is helping me improve my business and organisational skills.

I'd love the chance to help your team with my knowledge, strong work attitude, and leading skills. Thanks for taking my application into account.

Yours sincerely,
Ivanna Purtova

IVANNA PURTOVA

ivannapurtova77@gmail.com

London, United Kingdom

+44 7724604151



SOCIAL

fb.me/ivannapurtova77

Instagram@ivannapurtova77



PROFILE

I am a dependable and diligent customer service expert with more than a decade of experience in retail management, team leadership, and client interaction. I possess exceptional communication skills and a demonstrated capacity to cultivate excellent connections with clients and coworkers. Since my relocation to London in 2017, I have been employed in tailoring services, facilitating garment adjustments for consumers while aiding in everyday company operations. This position has enhanced my attention to detail, collaboration skills, and customer service capabilities. In addition to my professional experience, I am now enhancing my abilities via further education in the United Kingdom, focusing on business and workplace competencies.



PROFESSIONAL EXPERIENCE

Tailoring Assistant / Customer Service
VIP Tailoring – Surbiton, London,
United Kingdom
Jan 2017 - Till Now

- I assist customers with garment fittings and clothing adjustments.
- I communicate with clients to understand their requirements and provide the best possible service.
- I help maintain a professional and organised working environment.
- I work closely with colleagues to ensure efficient service for customers.
- I support the daily operations of the business.

Retail Supervisor
Fora Superstore
Kyiv, Ukraine
Feb 2006 - Dec 2016

- I supervised a team of approximately 10–12 employees.
- I organised staff schedules and daily tasks.
- I managed payment operations and cash handling procedures.
- I supported accounting and administrative tasks within the store.
- I resolved customer issues and ensured high standards of service.
- I helped train and support new employees.

Production Worker
Valex Shoes
Kyiv, Ukraine
Jul 1995 - Jan 2006

- I worked in footwear manufacturing and production.
- I maintained quality standards and production efficiency.
- I collaborated with team members to meet operational targets.



EXPERTISE

Retail Management
Customer Service Excellence
Team Leadership & Staff Supervision
Cash Handling & Financial Administration
Client Relationship Management
Operational Organisation
Problem Solving & Critical Thinking



EDUCATION

Feb 2004 - Nov 2005 Certificate in Business Accounting
Training Centre One – Kyiv, Ukraine
Course: Accounting Course

Sep 1993 - Jun 1995 Secondary School Diploma
Tailoring College in Kyiv, Ukraine
Course: Fashion and Tailoring



SKILLS

Communication Skills
Customer Service
Teamwork & Collaboration
Time Management
Attention to Detail
Problem Solving
Organisation Skills



REFERENCES

Professional references are available upon request.



LANGUAGES

Ukrainian – Native
Russian – Fluent
English – Fluent