



Boutique Supervisor



Boutique Supervisor

This is an exciting opportunity for a talented and hard-working individual with a desire to work in an environment that strives for excellence in all it does.

We are seeking a dedicated and organized individual to fill the role of Boutique Supervisor. The ideal candidate will oversee the day-to-day operations of the Boutique, ensuring a smooth and efficient process for students, parents, and staff. The Boutique Supervisor will be responsible for managing inventory, liaising with the uniform provider, coordinating sales, providing excellent customer service, and maintaining a well-organized and welcoming shop environment.

The Boutique Supervisor will ensure that the Boutique experience is exceptional for all customers. In the first instance, when the boutique is quiet, the Boutique Supervisor will assist on reception and with general administration in the Welcome Centre.

Job Description

Position: Boutique Supervisor
Location: School in Ogombo
Department: Operations
Reports To: Initially the COO

Charterhouse Lagos is committed to safeguarding and promoting the welfare of all our students and expects all applicants to share this commitment. We follow safer recruitment practices which are aligned with recommendations from the International Task Force on Child Protection. We aspire to the highest international standards of recruiting practices with specific attention to child protection. All appointments are subject to interviews, identity checks, criminal record checks, social media checks and successful references.



If you are a motivated and detail-oriented individual with a passion for providing excellent customer service, we encourage you to apply for the position of Boutique Supervisor. Join our team and contribute to the smooth and efficient operation of the Boutique, ensuring students look and feel their best throughout the academic year.

Qualifications
High school diploma or equivalent; additional education or training in retail management is a plus.
Experience
Proven experience in a supervisory or managerial role, preferably in retail.
Familiarity with inventory management systems.
Knowledge or understanding of school uniform policies and requirements is desirable
Experience of sales in a high-end brand
Experience of working with high-net-worth individuals
Skills
Outstanding Customer Service
Excellent written and verbal communication skills
Strong organizational and multitasking skills.
The ability to advise and interact empathetically with customers.
Attributes
A proactive and helpful attitude
High attention to detail
A love of children
Additional Requirements
Working Conditions:
The position may require standing for extended periods and lifting/moving boxes of inventory.
Flexible working hours may be necessary during peak uniform shopping seasons.



Specific Responsibilities	
1	Customer Service:
i	Provide exceptional customer service to students, parents, and staff.
ii	Assist customers in finding the right sizes and styles of school uniforms, utilising the sample trying on items in the Boutique.
iii	Handle customer inquiries, exchanges, and returns with professionalism and courtesy.
iv	Accept customers order deliveries, check against order records, contact parents and arrange delivery or collection of the items.
v	Assist staff, such as Director of Sports in arranging both staff Sports kit and spirit-wear
vi	Liaising with staff uniform providers to ensure staff who are required to wear a uniform have sufficient, quality and appropriate uniform.
vii	Handling visitors in the Welcome Centre in a professional, helpful and proactive manner
2	Sales Coordination:
i	Process sales transactions accurately and efficiently by assisting customers to order items online from the comfort of the shop or remotely.
ii	Implement sales promotions and discounts as directed by school administration.
iii	Encourage and upsell additional uniform or other merchandise when appropriate.
iv	Liaise with the uniform provider with regards to stock held by them
v	Liaise with the Marketing department regarding the sale of promotional items such as umbrellas and cufflinks
3	Supervision and Training:
i	Recruit, train, and supervise Boutique Assistants as necessary.
ii	Conduct regular performance evaluations and provide constructive feedback.
iii	Foster a positive and collaborative work environment within the uniform shop team.



Specific Responsibilities	
4	Visual Merchandising:
i	Ensure that the Boutique is visually appealing and well-organized.
ii	Implement creative displays to showcase new items and promotions.
iii	Maintain a clean and organized shop environment.
iv	Ensure the refreshment area is always well-stocked, in conjunction with the Food & Beverages Manager.
5	Reporting and Record-Keeping:
i	Keep accurate records of sales, inventory, and customer interactions.
ii	Generate regular reports for school administration regarding sales performance and inventory status.
6	Communication:
i	Collaborate with school administrators to coordinate uniform and other merchandise requirements and updates.
ii	Communicate effectively with suppliers regarding orders, deliveries, and product inquiries.
iii	Keep parents and students informed about uniform policies, promotions, and any changes.



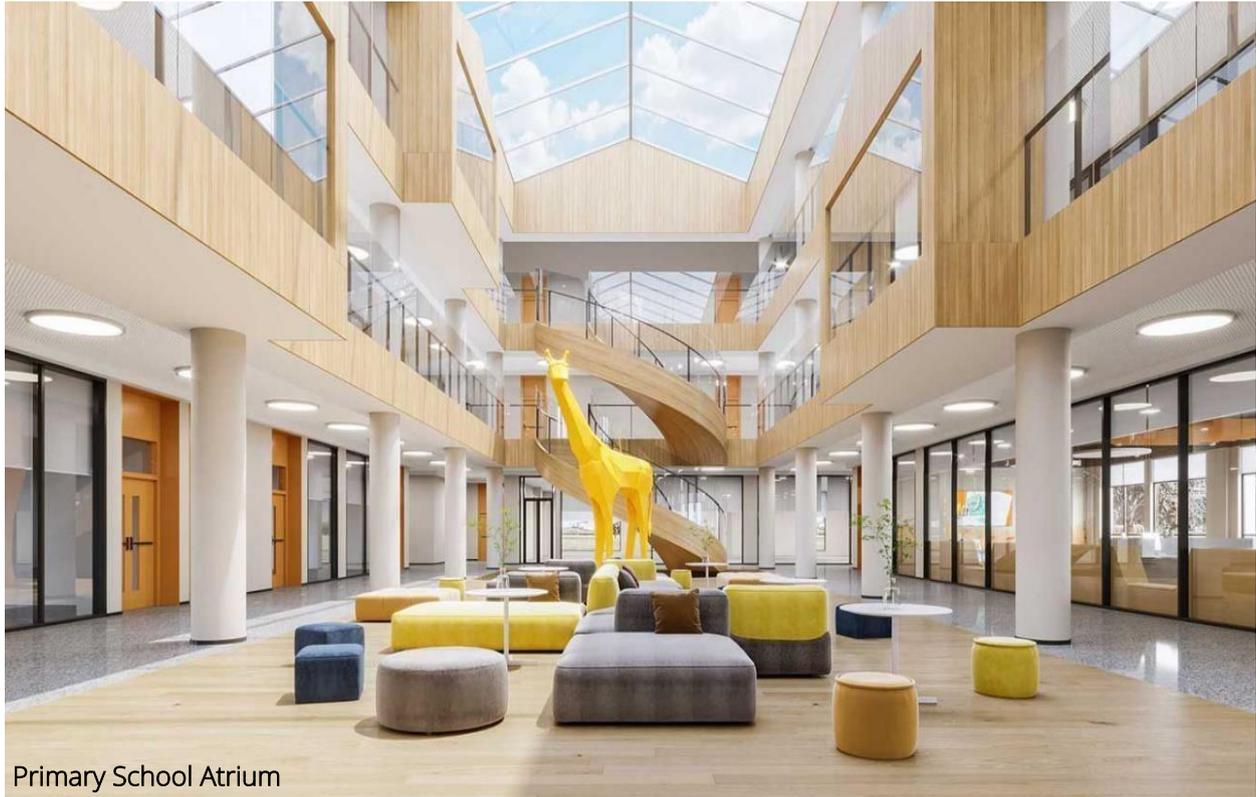
Official signing of the Charterhouse Lagos Agreement at Charterhouse UK

About our School

Opening in September 2024, Charterhouse Lagos aims to set a new standard in education provision in Nigeria and West Africa. With world-class facilities and a focus on excellence, we aim to create students with a passion for learning, for excellence and for leadership.

The school community is self-contained and lies in Ogombo on the Lekki Peninsula, Lagos. The secure compound will offer the best educational facilities in Nigeria. 24-hour security ensures that our students and staff can take advantage of the amazing facilities. We expect our older students to board at the school.

Facilities will include fully connected classrooms, science and STEM labs, music, art, drama and library spaces, an 800-seat professional standard theatre, a 25-metre competition pool, along with a learn to swim pool, an NBA standard indoor basketball stadium, outdoor and indoor football pitches, and a beautifully landscaped campus that offers relaxation as well as a connection to nature.



Primary School Atrium

The school will offer an international education for students aged 5 to 18 (Years 1 to 13) using the British curriculum and leading to the IGCSE and A level qualifications. These will allow our students to aspire to the very best universities worldwide.

Opening a new school is a huge challenge and adaptability will be key. We aim to create British style international school reflecting the heritage and culture of the great UK independent schools. We are seeking leaders who will bravely tackle challenges and challenge expectations; we want individuals who will set aspirational targets for students and staff and lofty goals for our school.

We hope that you will consider joining us to create an exciting new future in Lekki, Lagos. The building is in progress and will be completed in 3 phases with the initial facilities for Years 1 to 4 opening in September 2024

TERMS AND CONDITIONS

Contract

This is a permanent full-time, full year position. The post will be considered probationary for a period of up to 6 months. Working hours will be full time, full year with occasional evenings and weekends as required.

Salary

Competitive

Professional Development

Professional and international working environment. Professional Development and training opportunities

Pension

Benefits including pension and health insurance.

Meals

Free lunch and refreshments are available to staff whilst on duty and when catering is in operation.

Holiday

The holiday year runs from September- August, in line with the academic year and entitlement is 21 days leave, usually taken in the school holidays. This leave is in addition to Federal Public Holidays.

Fitness Centre Membership

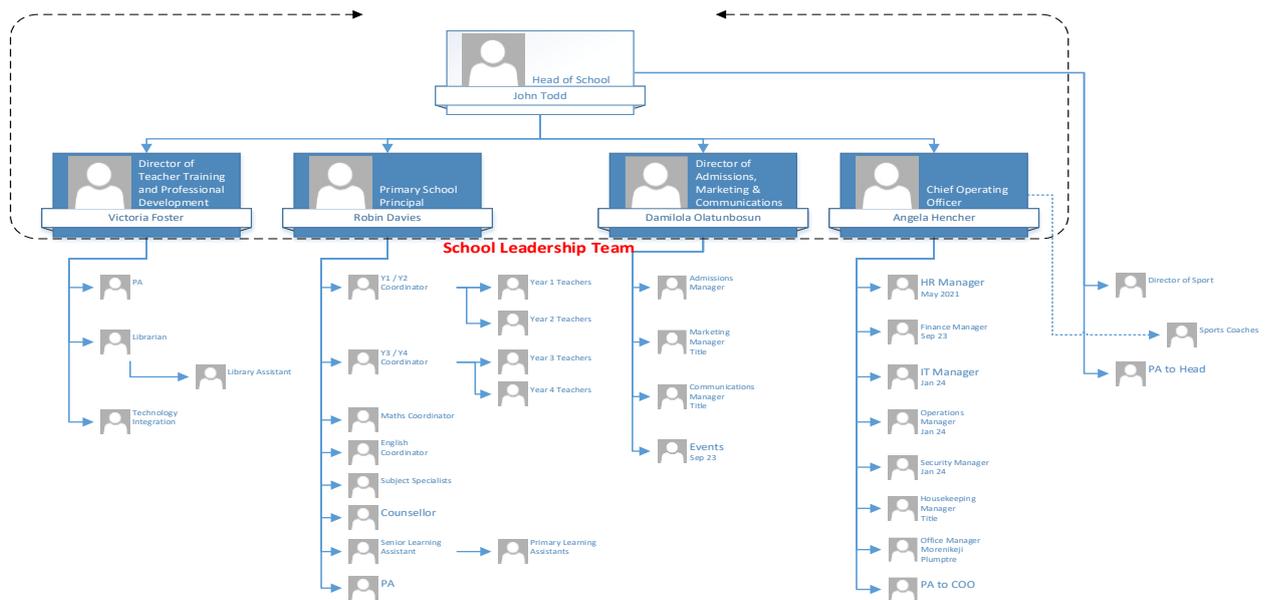
All academic and business staff are entitled to join the Fitness Centre, with access to the swimming pool, gym and fitness activities.

Pre-Employment Checks

Any offer of employment is subject to a range of checks to comply with our Safer Recruitment processes and our Safeguarding Policy (available to view on our website), please see our link for

[APPLICATION AND RECRUITMENT PROCESS EXPLANATORY NOTE.docx](#)

Organisation Chart:



Safeguarding

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Data Protection

The personal data relating to candidates, including personal data provided in, or along with the enquiry and application forms, is required to be collected by Charterhouse Lagos, for purposes of candidate evaluation, and facilitating the recruitment process. By providing us with your personal data, you give your consent to us for collecting, retaining, processing, transferring (including cross-border transfer) and disclosing personal data to any third parties (including intra-group – Huntington Education Group) for achieving the above purpose.

Diversity, Equality and Inclusion

At Charterhouse Lagos, we want everyone to feel valued, appreciated, and free to be who they are at work, whilst remaining true to the culture and laws of Nigeria. Our recruitment processes are designed to prevent discrimination regardless of gender identity or expression, sexual orientation, religion, ethnicity, age, neurodiversity, disability status, citizenship, or any other aspect which makes them unique.