



**Role Title:** Team Leader

**Department:** Food Retail

### About the role

In conjunction with the Store and where applicable Team Manager, maximise the sales and gross profit contribution from the store through effective monitoring of the key areas. The Team Leader will be required to support the store's management team in managing, coaching and developing the store team through objectives aimed at actively contributing to achieving positive results against the measures and targets set within the Society's Steering Wheel.

To provide an efficient and effective service to our customers, understanding their needs and requirements and continually working to exceed their expectations.

Working on a variety of tasks within the store to include but not exclusive to serving customers on the till, replenishment of stock, cleaning, rotating stock, customer engagement to encourage membership to the Society.

You will be part of the store management team and be asked to take responsibility for the daily management of the store.

Supporting the local community by getting involved in fundraising for local charities and groups as applicable to your store, as part of the regional community activity or local charity partner.

### What you'll be doing

The post holder shall:

- Act as a role model to champion excellent customer service by adopting an approachable and friendly manner, taking pride in satisfying or exceeding our customer's expectation and experience.
- Motivate and support the team to provide a first-class customer experience, offer real time feedback to enable them to learn and improve
- Coordinate the work of the team so that the right people and resources are in the right place at the right time to ensure consistent standards are delivered
- Support with the team's induction, training, development and coaching and delegating tasks fairly
- Support with the management of absence within the store, and conduct return to work interviews for colleagues when they return from absence

- Demonstrate positive verbal and body language using concise and clear methods of communication taking on board other people's points of view and responding in a considerate way
- Escalate any concerns with a team member to the Manager promptly, consistently, and objectively
- Establish a good rapport with customers by engaging with them about products and promoting the values of the society and the benefits of being a member
- Take responsibility for opening and closing the store and be a responsible key holder
- Have a good understanding of how the store is performing against financial targets and steering wheel measures and work as a team to exceed the targets
- Play an active part in managing the perpetual inventory and minimising waste
- Have a good understanding of the products we sell and be able to offer guidance to customers sharing knowledge of local products and promotions
- Be able to process customers' orders at the till efficiently and without error. Be able to process the range of additional services that we offer our customers such as Hermes deliveries, Paypoint and lottery
- Take ownership to ensure that customer complaints are dealt with professionally and processed speedily in line with the Society's complaints procedure or escalated to a Manager when needed
- Implement stock control processes (e.g. goods received, stock movement and rotation), educating Customer Service Assistants and handling issues as they arise so that damages and losses are minimised, whilst maintaining on shelf availability levels.
- Maintain appropriate levels of the right stock to meet customer demand, ensure it is kept in the correct condition (for example correct temperature, environment, and packaging) and minimise stock loss
- Ensure you and the team always comply with legal obligations and requirements, respond quickly to identified risks and ensure they are dealt with in line with the society's procedures
- Implement all cash control and security procedures so that Colleague and Customer safety is protected, and cash and stock losses are minimised.
- Take responsibility for own performance and learning and development; complete all required statutory training on time and ensure complete understanding of requirements and implications.
- Ensure all areas are kept clean, tidy and adhere to safety practices.
- Maintain an understanding of and always work in line with retail and society policies and procedures.
- Be actively involved with community projects and supporting local community groups through the regional community activity and by using allocated Community Hours
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

The Team Leader may be required to work anywhere within the Society's trading area and development opportunities are dependent upon performance and opportunities available.

In addition, all Colleagues are expected to work within the terms of their contract of employment and adhere to Society policies and procedures.

### About You

- Passes in English and Maths (GCSEs or A' levels).
- Ideal, but not essential, Retail apprenticeship level 2 or 3.
- Confident in interacting and engaging with customers, showing a genuine interest in their needs and build a good rapport.
- Passionate about delivering a quality service that always aims to exceed customers' expectations.
- Take personal responsibility for motivating and supporting the team.
- Committed to supporting the local community.
- Be able to work flexibly as part of the management rota to provide adequate coverage for the store, including opening & closing shifts.
- Completion of the Road to Responsibility course will be essential within 3 months of commencing the role, to enable all team leaders to acquire all the skills to manage across all functions of the store.

### Scope

Reports to: Store Manager

Budgetary Control: No budgetary control.