

Job Description and Person Profile

Business/Support service	Retail
Job Title	Team Leader
Grade	n/a
Job Family	Business Operations
Reporting to (Job Title)	Store Manager
Number of direct reports	10-14 colleagues
Number of indirect reports	0
Budget Responsibility	Nil
Contacts	Colleagues, Management, Customers
a) Job purpose	
<p>To maintain the effective operation of the store by providing duty management cover and being responsible for leading a team of up to 14 CSA/Senior Assistants to deliver great customer service, presentation & availability standards.</p> <p>To maintain the store operation; taking responsibility in the absence of a more senior colleague so that effective management cover is provided at all times and the safety/security of the store, its people, customers, cash & assets are protected</p>	
b) Main responsibilities	
<p>People</p> <ul style="list-style-type: none"> Organise the work of CSAs, communicating expected standards & ways of working, acting as a “store buddy” for new colleagues so that they perform their roles effectively and work well together as a team Manage the performance of a team of CSAs on a day to day basis to create a knowledgeable, skilled & engaged team so that the highest standards of customer service & store operating practices are achieved at all times. Liaise with Customer Team Leader to plan & record colleague requirements & availability, using right people, right place, right time model so that required coverage is achieved & colleagues are paid accurately. To complete colleague performance reviews, on a twice yearly basis in accordance with Society policy procedures. To ensure that at all times colleagues fully comply with the required standards of appearance and behaviour using Society guidelines and procedures. To be a participative member of the store management team, playing an active role in and offering suggestions that may benefit the total store operation as well as your department. 	

Process

- Implement stock control processes (e.g. goods received, stock movement and rotation), educating CSAs & handling issues as they arise so that leakage and wastage is minimised, whilst maintaining availability levels
- Conduct due diligence procedures (e.g. H&S, temperature, date and price checks, etc) so that the store operates in line with legislation and the safety and satisfaction of customers is assured.
- Implement cash control & Security procedures so that colleague & customer safety is protected and cash and stock losses are minimised. To be alert to the security risks within the store and to demonstrate a high level of vigilance at all times.
- To take responsibility for merchandising standards, ticketing point of sale (POS) and application of planograms.
- To be aware of current and future promotions, and plan to display and control stock levels appropriately.
- To ensure the completion of the customer path and other recognised Society documentation as determined by management

Finance

- To be aware of financial accounts and budgets.
- To work closely as part of the management team and to actively identify opportunities for developing the business and meeting our customer expectations. To discuss these issues with the Store manager and operational management

Customers

- Role model great customer service so that the expected standard is clear for CSAs & customers have a positive shopping experience.
- To ensure that the Society's promotional package is implemented as prescribed.
- To ensure that Customer service standards are met and that there are minimal customer complaints
- Support & encourage colleague involvement in local events (as agreed with the Store Manager) so that the store is a focal point of the local community,
- Promote Co-operative membership and ensure that all store colleagues fully understand the membership proposition and can describe the unique benefits to our customers.

C) Measures of performance

As a Team Leader your performance will be measured in the following areas:

- Section performance and your contribution to store sales, leakage, cost control and the standard of presentation.
- The levels of availability, quality, freshness and cleanliness of the section.
- Customer service standards and effectively dealing with customer complaints.

Team Leader Job Description

Central England Co-operative HR

- Compliance with legal obligations and Society policies.
- Good Product knowledge.
- Feedback from the customer path
- Team morale and the level of communication with team members.
- Commitment to your personal and your team’s development through training and coaching.
- Completion of ‘Back to work’ interviews and control of absence
- Addressing colleague performance in a timely manner and in line with Society policy

d) Person profile

Essential Qualifications	Desired Qualifications
<ul style="list-style-type: none"> • Duty Manager Validation 	<ul style="list-style-type: none"> • NVQ/Apprenticeship in Retail Management / Retails Skills / Team Leadership • Have an up to date learning journey that shows focus on development within the society
Essential experience required	Desired experience required
<ul style="list-style-type: none"> • Have the relevance department experience 	<ul style="list-style-type: none"> • Be focused on growing sales • Have good interpersonal skills

e) Competencies / behaviours

<ul style="list-style-type: none"> • Customer focus • Teamwork • Passion for the brand • Drive for results • Leadership • Building performance 	
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