

**Role title:** Team Leader

**Department:** Food Retail

**Job family:** Customer Service

**Job level:** Level 4

### About the role:

Provide support to managers in coaching, guiding and coordinating the work of the team to complete tasks and to drive them to increase sales, secure customer loyalty and attain store targets. 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 may also be required to work in one of our instore concessions such as coffee shops where required. Supporting the local community by getting involved in fundraising for local charities and groups as part of the regional community activity.

### 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
- 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 as and when required, 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
- 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
- Take responsibility for own performance, 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

#### Scope:

Reports to: Store Manager

Direct reports: Not applicable.

Manages budgets: No budgetary control.

Contacts (internal/external): Not applicable.