

## Job Description and Person Profile

<b>Business / Support Service</b>	Retail
<b>Job title</b>	Customer Team Leader
<b>Grade</b>	N/A
<b>Job family</b>	Business Operations
<b>Reporting to (job title)</b>	Store Manager
<b>Number of direct reports</b>	Dependent on store size
<b>Number of indirect reports</b>	Dependent on store size
<b>Budget responsibility</b>	Nil
<b>Contacts</b>	Colleagues, Management, Operations team, Business Support Centre and Customers

### **a) Job purpose**

To provide support to the Store Manager in the total operation of the store. To take ownership for the operation and ensure that the store teams are fully committed to achievement of high operational standards in terms of customer service, availability, hygiene, departmental administration and legislative responsibilities.

To take responsibility for the total store operation in the role of Duty Manager and to be fully aware of the responsibilities that relate to this role, in particular towards store security and health and safety issues.

To ensure great standards and excellent customer service by leading, developing and engaging the store team in conjunction with the Store Manager.

### **b) Key accountabilities**

### **c) Main responsibilities**

People

- To ensure that colleagues are competent in the necessary basic skills required to perform their job, including customer service, product knowledge, safe operation of all equipment.
- Develop & motivate the store team, effectively managing performance and the store development plan so that all colleagues perform their roles effectively & work well together to deliver the customer offer consistently.
- To complete colleague performance reviews, on a twice yearly basis in accordance with

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Society policy procedures.

- To provide on-going guidance and coaching to these individuals that will address performance issues and enhance their outputs through one line learning and the colleagues' learning journey.
- Support operational change initiatives, (e.g. systems / processes), embracing change & coaching colleagues so that new systems / processes are delivered to agreed timescales, colleagues are engaged and understand the positive impact for their role, customers and the store operation.
- To develop colleagues as part of a team and as individuals, to aid their progression through the business and actively encourage and action a multi skilling programme in store.
- To ensure that at all times, colleagues fully comply with the required standards of appearance and behaviour.
- In conjunction with the CDA to actively participate in recruitment of new colleagues within the store.
- To ensure that all Colleagues have a knowledge of all products and are confident in answering customer questions and in sharing this knowledge with colleagues

### Process

- To be responsible for the completion and maintenance of Colleague schedules that ensure excellent customer service and operational standards are maintained.
- To ensure that they and all Colleagues fully understand the complaints procedure and that they view any complaint as an opportunity to satisfy a customer and enhance our reputation for customer service.
- To ensure that availability, freshness and quality of product is maintained at the maximum standard, and if standards fall below the maximum level, to respond immediately to rectify any problems.
- To ensure that they and relevant colleagues are fully conversant with stock/sales and order systems, log book checks, price management, cleaning schedules and date checking procedures
- Implement & adhere to operational policies & procedures (e.g. Age related sales, temperature / date checks / till spot checks, staff checks, H&S), developing colleague awareness and compliance, so that the store operates legally and our customers, colleagues & property are protected
- To take responsibility for merchandising standards, ticketing and application of planograms in the store. To share this knowledge with colleagues, thereby ensuring that standards are maintained at all times.
- To be responsible for the security of the building, colleagues and customers and to demonstrate a high level of vigilance at all times.
- To fully brief the Store Manager on issues that affect store performance and to seek advice and guidance where necessary.

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## Finance

- To take ownership for financial accounts and budgets such as waste, sales, leakage and operating costs within the store and be fully aware of store performance
- To control the stock and waste levels within the store whilst maximising sales. To adopt a proactive approach in order planning for products and promotions
- 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
- Implementation of stock & cost control procedures, educating the store team so that controllable costs are maintained within budget & colleagues are aware of how their actions contribute to cost management.

## Customers

- To ensure that Colleagues recognise their responsibility towards customer service when operating in any area of the store.
- 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 staff 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.

## **d) Measures of performance**

Store performance in that:

- Gold key performance indicators such as inventories and price checks
- Delivery of 'Perfect Day' standards consistently
- Completion of daily gap checks
- Electronic delivery note compliance
- Completion of operational checklist
- Leakage controls
- Feedback from the daily customer path.
- Availability, quality, freshness and cleanliness of the section
- Compliance with legal obligations and Society policies
- Product knowledge

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<ul style="list-style-type: none"> <li>• Performance during the Store Manager's absence</li> </ul>	
<b>e) Person specification</b>	
Essential qualifications	Desired qualifications
<ul style="list-style-type: none"> <li>• Hold Duty Manager validation</li> </ul>	<ul style="list-style-type: none"> <li>• Have an up to date learning journey that shows focus on development within the society</li> </ul>
Essential experience	Desired experience required
<ul style="list-style-type: none"> <li>• Have the relevant store experience</li> </ul>	<ul style="list-style-type: none"> <li>• Actively seek customer service feedback using 'You said...we did'</li> </ul>
<b>f) Competencies / behaviours</b>	
<p>Future Direction</p> <ul style="list-style-type: none"> <li>• See the bigger picture</li> <li>• Challenge, change and improve</li> <li>• Make effective decisions</li> </ul> <p>Engage People</p> <ul style="list-style-type: none"> <li>• Lead and communicate</li> <li>• Collaborate and partner</li> <li>• Build capability</li> </ul> <p>Deliver Results</p> <ul style="list-style-type: none"> <li>• Customer focused ways of working</li> <li>• Individual accountability</li> <li>• Agility and reactivity</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>