

My Role: Team Leader

My Purpose: To maintain the effective operation of the store and to be responsible for leading a team of up to 14 CSA's to deliver great customer service, presentation & availability standards.

To maintain the store operation; taking leadership 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

What I do Most of my time will be spent

People:

- Lead and manage a team of CSAs, communicating expected standards & ways of working, acting as a “store buddy” for new colleagues so that they effectively work well together as a team
- Support the Store Manager with effective forecasting and scheduling of colleague work patterns so that required coverage is achieved & colleagues are paid accurately.
- To complete colleague Let’s Talk conversations annually with regular check-ins throughout the year and complete Lets Talk More conversations as required to support developmental needs 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.

Finance:

- To be aware of financial accounts budgets. and support delivery and be able to discuss areas of focus.
- To work closely as part of the management team and to actively identify opportunities for developing the business and meeting our customer expectations.

Process:

- Implement stock control processes coaching CSA's so that leakage and wastage is minimised, whilst maintaining availability levels
- Conduct due diligence procedures 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 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 operational checklists and other recognised Society documentation as determined by 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) to support our 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.

How I do it

Most of my time I'll show the following skills and behaviours

- I'll work with enthusiasm, pace and initiative, role modelling for others.
- I'll focus on delivery, commercial success and manage performance.
- I'll demonstrate resilience and seek opportunities for development.
- I'll coach and develop others to enable and empower.
- I'll show respect, support and empathy to others to build relationships that create a foundation for getting things done.

And most importantly:

- I'll show the Co-operative values and behaviors in all I do.

When I get it right

- Store performance and my individual contribution to store sales, leakage, cost control and the standard of presentation will drive success and deliver store goals.
- The levels of availability, quality, freshness and cleanliness of the store will enhance the customer experience
- Compliance with legal obligations and Society policies will keep my customers and my colleagues safe.
- Role modelling commitment to my personal and my team's development through training and coaching will deliver a more informed, motivated and engaged team.

Who I'll interact with

- Customers
- Store Manager
- Colleagues
- Team Leaders
- Retail Leadership Team
- Business Support Centre Teams

What I need

- Duty Manager Skill/Programme
- Leadership experience for a customer facing role
- Interpersonal skills

Desirable

- Team development experience
- NVQ/Apprenticeship in Leadership



Values

Co-operation

Self Help

Self Responsibility

Democracy

Equity

Equality