

Team Leader- Retail

Role & responsibilities

PURPOSE	
<ul style="list-style-type: none"> Why does the job exist? 	<p>To support the effective management of the store, by leading and motivating your team to ensure company standards are maintained in all areas of the store. You will be given the accountability of one of the three departments in store, however at times where the business requires it you will be required to work cross functionally to support other departments. As Team Leader you will oversee the functionality of a team by determining the goals that colleagues will work towards each shift, providing guidance, instruction on how to approach a task and leading by example. You will be responsible for the review of safe and legal records to ensure daily completion on your shifts. In the absence of senior management you will have the responsibility of duty manager of the store.</p>
REPORTING RELATIONSHIPS	
<ul style="list-style-type: none"> Reports to which role? Supervises which role(s)? Peer Relationships 	<p>Reports To: Store Management Team</p> <p>Supervises: Customer Assistants</p> <p>Peers: Team Leaders</p>
ACCOUNTABILITIES	
<ul style="list-style-type: none"> Describe all the core outputs of the job. The key areas in which results must be achieved 	<ol style="list-style-type: none"> To demonstrate and embed within your team all of the characteristics of Booths outlined in the Company Purpose. To lead by example in delivering a high level of customer service and to oversees the delivery of customer service from your team members to ensure that they consistently delivery excellent service through the delivery of our warm northern welcome. To ensure our customers have the opportunity to experience daily tasting sessions in order to create a magical experience in store. To respond to any customer queries and complaints in a professional and timely manner. To always work in a positive, customer focused way. Support your team in looking for new opportunities to consistently deliver the best service and ensure that they are motivated, engaged. Provide feedback and support if your team performance or behaviour is below expected standards.

6. Actively support the management team including carrying out duty management responsibilities across the store and by supporting on people management/ HR issues.
7. Take ownership of departmental activities by co-ordinating a team to deliver high standards of presentation, customer service and product availability.
8. Reduce shrinkage by remaining vigilant at all times, report any incidents or thefts to the loss prevention team and by ensuring all waste and markdown procedures are embedded and followed.
9. To adhere to and be an ambassador of all safe and legal practices and to ensure both yourself and your team work in accordance with departmental Standard Operating Procedures (SOPs) and guidance notes.
10. To achieve and be an ambassador for maintaining professional standards across all aspects of the role ensuring a smart, respectful, clean and professional image is maintained across across your team at all times.
11. To understand the rota system and be able to co-ordinate your team when required (right people, right place & right time)
12. To take responsibility for the co-ordination and delivery of training and development of your team (including new team members).
13. To be prepared to work flexibly including early morning, evenings, core days, weekend and out of hour's call-outs which is done on a rota basis.
14. To support your line manager with the delivery of the annual review process, this will require you to support with chairing customer assistants 1 to 1 annual reviews.
15. To undertake any other duties within my store as reasonable directed by management in the interests of customer service and efficiency.
16. As a Team Leader on Trading, you will be required to complete duty management training to support with the running of the store in the absence of senior managers, this is optional to Process and Specialist TL's
17. To be an active member of the store management team, undertaking any other duties within the store as reasonably directed by the Store Manager or the Process, Trading and Specialist Manager in the interest of customer service and efficiency. Duties may include, especially at peak operational periods (list not exhaustive)
 - Supporting other departments in store
 - Attending weekly conference calls in the absence of management
 - Food preparation
 - Stock replenishment
 - Inventory checks
 - Operating a till or self-scan
 - Manual handling
 - Warehouse duties

	<ul style="list-style-type: none"> Working in our chilled/freezer department
KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> Identify the most significant internal and external relationships 	<p>Internal: Store Management Team Colleagues Regional Managers Central Office Teams</p> <p>External: Customers, local community associations and charities</p>

All employees are also responsible for complying with their duties and responsibilities under both national legislation and Booths Company policies regarding Health and Safety and Data Protection.

I understand and accept the accountabilities of this role.

Employee Signature _____ Date _____

Criteria

Criteria	Essential/Desirable
Qualification	
GCSE Maths & English grades A-C or equivalent	D
Basic Food Hygiene certificate or equivalent	D
Health & Safety Certificate or equivalent	D
Knowledge	
Knowledge of the retail trade	D
Knowledge of Booths products	E
Knowledge of Booths policies and procedures	E
Duty Management experience	D
Awareness of relevant KPI information and what you need to do with your team to positively impact.	D
Skills	

Ability to serve customers in a friendly, polite and approachable manner in line with our warm northern welcome.	E
Effective communicator	E
To be an ambassador of the Booths Purpose ensuring that your behaviour sets a positive example to your team.	E
Ability to advise our customers in relation to our products and latest offers	E
To always listen and learn from everything you do	E
Ability to motivate teams to be effective in delivering work	E
Demonstrate a flexible attitude to work and working hours in order to meet the needs of the business.	E
To support those around you, being mindful of treating others as we would want to be treated	E
Character	
To be Impactful	E
To be Innovative	E
To be Courageous	E
To be Uncompromising	E
To be Responsible	E
To be Caring	E
To be Warm	E
To be Authentic	E
Experience	
Experience of working in a retail environment	D
Experience of working in food retail	D
Experience of working in a team situation	E
Experience of leading a team	D
Good working knowledge of Microsoft office.	D
Ability to cross check numerical information.	E
Experience of people management	D