

Job profile: Retail Team Leader

We are the
difference
makers

Purpose: **Keep the store running smoothly:** Lead a team of Customer Service Assistants (CSAs) to ensure we deliver difference making service, keep the store looking great, and make sure our shelves are always stocked to maximise sales and profitability. **Step up when needed:** Take charge when your store manager isn't around, ensuring the store is always safe and trading legally. You'll be the go-to person for keeping everyone safe, secure, happy and engaged – from our colleagues, members and customers to our cash and assets

Reporting: Reports to Store Manager. Direct reports of 8-15 colleague service assistants.

Values: Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.

Essential Skills and experience: Effective communicator, able to prioritise, problem solve and role model leadership behaviors. Performance management.

Qualifications: Food safety level 2, First Aid, personal license.

We make a *difference* to Members & customers

Role responsibilities:

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| • You'll put our members and customers first in everything you do, always keeping the store clean, tidy and ready to maximise sales. | ✓ | Green standards visits |
| • Encourage the team to be membership focused making sure everyone knows the benefits, offers and deals. | ✓ | Membership target |
| • Be available to help colleagues and customers with any questions and show what great service looks like. | ✓ | STARS Service measures |
| • Follow stock routines carefully to keep our shelves full, ensuring great availability on food to go and fresh products when its busy. | ✓ | Availability target |

We're *better* every day

Role responsibilities:

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| • Understand the stores financial goals to help prioritise your daily tasks with the team. | ✓ | Achieving sales |
| • Lead and support changes with enthusiasm, ensuring they stick with all colleagues and land first time. | ✓ | 100% compliance |
| • Keep things running smoothly by being consistent and thorough and accurate in our processes, reducing loss through leakage and cash. | ✓ | Achieving cost controls |
| • Speak up and suggest ways to make our store and Society even better. | ✓ | Let's Listen engagement |

We're a *caring* community

Role responsibilities:

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|---|---|-------------------------------------|
| • Prioritise colleague, member and customer safety everyday by following our security procedures. | ✓ | Reporting Incidents ARCC compliance |
| • Stay on top of the daily safe and legal checks to keep our stores trading smoothly without risk. | ✓ | Green audits |
| • Foster an inclusive culture where everyone feels welcome and support colleagues on how they can get involved in community activities. | ✓ | Green Inclusion targets |
| • Effectively manage absence during shifts, minimising service disruption and following up with colleagues in line with procedures. | ✓ | Reducing absence costs |

We work together with *purpose*

Role responsibilities:

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| • Build strong relationships with your store colleagues, keeping communication up to date and sharing key messages. | ✓ | Engagement target |
| • Help our CSA's grow performance with regular, structured feedback, recognition and make sure their training is up to date. | ✓ | Training compliance |
| • Assist your store manager in leading your team, with tasks such as reviews, investigations, and managing absences. | ✓ | Colleague retention |
| • Support planning work schedules to ensure full coverage and accurate pay for everyone. | ✓ | >100% productivity |