

# East of England Co-operative

## Job Description – Team Manager (Food)



<b>Location</b>	Foodstore/Supermarket
<b>Department</b>	Food
<b>Reports to</b>	Branch Manager

### Job Purpose:

Team Managers play a key role in the daily management of their branch. Supporting their Branch Manager (and Assistant Manager, in Supermarkets), they are responsible for the compliance and standards of their branch and colleagues, ensuring our members and customers are provided with excellent service at all times.

### Principal Accountabilities:

You are expected to participate wherever the need arises and you will be required to get involved in all aspects of the store's operation (which may include additional services, e.g. Post Office). Certain elements of daily store management will be delegated to you and you may be required to run the branch in the absence of the Manager.

#### Accountability 1: Customer Service

- Contribute positively to customer experience by setting high standards through own performance, developing and encouraging colleagues to be friendly and helpful with customers.
- Monitor the branch (including queues) and redeploy colleagues as necessary.
- Manage complaints and compliments promptly and effectively, ensuring colleagues are updated accordingly.
- Engage with customers to ascertain their feedback on their shopping experience with us.
- Encourage customers to become members, engaging fully with membership campaigns in-store.

#### Accountability 2: Branch Management

- Co-ordinate and participate in the day-to-day activities of the branch in line with its priorities.
- Understand and follow the relevant processes to ensure the maintenance of stock accuracy across the branch.
- Support the Branch Manager in the achievement of the branch's Key Performance Indicators.
- Promote and manage a consistent brand image throughout the branch.
- Maintain stock levels in line with customer demand, ensuring that these are compliant with Society space planning requirements.
- Control the condition of stock and minimise wastage by ensuring that good handling, rotation and storage routines are followed.
- Implement price changes and undertake regular audits to ensure accuracy and compliance.
- Ensure that the branch is resourced to an optimum level (e.g. to meet operational need whilst remaining mindful of personnel costs).
- Make recommendations regarding how the branch (e.g. operations, service) may be improved.
- Support in-store promotions and campaigns making sure colleagues are fully engaged (e.g. fundraising, Locally Sourced fortnight, charity token scheme).
- Ensure that deliveries are received in to the store efficiently and that any warehouse/back areas are well-stocked and organised.

#### Accountability 3: People Management

- Ensure colleagues receive regular feedback regarding their performance.

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- Effectively communicate with colleagues so they are fully aware of the branch's priorities, as well as its overall performance and goals.
- Support colleagues with their own development goals (e.g. through coaching).
- Promote a flexible approach to working.
- Conduct return to work interviews, where required.
- Participate in managing colleague performance, absence, capability and conduct in agreement with the Branch Manager.
- Spend time with new colleagues to ensure their induction to our business is as effective as possible.
- Facilitate and encourage colleagues to participate in any requisite training.

### Accountability 4: Compliance

- Achieve and maintain consistently high standards of cleanliness, housekeeping and food hygiene.
- Maintain and promote the importance of compliance with all statutory and Society processes and procedures including Health & Safety, food safety, cash management, stock control and security. This will include overseeing age-related sales as part of the Society's Challenge 25 policy.
- Ensure all safety and security related accidents, incidents or significant occurrences are reported in accordance with the Society's procedure.
- Strive to achieve consistently high compliance audit scores, ensuring all findings/failings are rectified.

### Additional Requirements:

- To participate fully in the branch management rota; this will require flexibility to ensure the branch's trading hours are covered.
- Flexibility to cover other sites, as required.
- To act at the qualified First Aider on shift (full training will be provided).
- Fully participate in the 'Know-How' training programme.

*Performance in your role depends as much on **how** you perform as well as **what** you do. Use your skills and behaviours to be a positive member of your team, being a role model for the Society's ethics and values.*

### Essential Skills, Knowledge & Experience:

- Great interpersonal skills, able to effectively communicate with customers and colleagues.
- Able to lead and motivate others.
- Commitment to delivering excellent standards of service.
- Confidence to make decisions within agreed parameters.
- Good level of numeracy and literacy.
- IT literacy.

### Desirable Skills, Knowledge & Experience:

- Experience of working in a food retail environment (or similar).
- Team management/leadership experience.
- Experience of using bespoke IT systems, e.g. stock management, time and attendance.
- Awareness of relevant compliance/legislative issues (e.g. Health & Safety, food safety, age-related sales).
- Flexibility regarding working hours.

*This job description is not exhaustive but outlines the key accountabilities for this role which may be subject to change according to the needs of the Society.*