

Cluster Lead

Job Description



The purpose of your role in Our Co-op

As the Cluster Lead, you are a key operational leader responsible for delivering commercial results, colleague engagement, and customer experience across a group of stores. You bring strategy to life at the front line, coaching Store Managers to drive performance, embed operational standards, and deliver the Retail Plan locally. Through hands-on leadership and effective execution, you ensure stores operate efficiently, teams are supported and developed, and customers receive a consistently excellent experience. Working closely with senior retail leadership, you act as the critical link between vision and day-to-day delivery.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

The Food Stores team, including forecourts and post offices, is the beating heart of our co-op. As an independent retailer, we rely heavily on our food retail business for profit, ensuring we provide high-quality products and exceptional service to our customers. Our team is dedicated, dynamic, and passionate about creating a positive shopping experience and fostering a sense of community within our stores. With a focus on sustainability, local sourcing, and customer satisfaction, the Food Stores team plays a crucial role in driving our success and upholding our values. Joining this team means being part of a supportive environment where innovation is encouraged, and every member is valued for their contribution to our shared goals.

Things you need to know

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

This is a field-based working position which will require you to balance time at various locations and offices across our estate, as well as working from home, the arrangements of which will be discussed at Interview.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused
- Leadership
- Interpersonal skills
- Data interpretation
- Project management
- Critical thinking
- Budgeting/financial awareness

Your reporting lines

Location

Field based

Department

Food

Reports to

Head of Food



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



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What you will be working on at Our Co-op

1. Operational Excellence

- Lead the consistent delivery of high store standards and performance by coaching at the shelf edge, using data insights, and embedding continuous improvement practices.

2. Planning and Execution

- Translate the Retail Plan into local action by setting clear objectives, identifying opportunities, and aligning people and processes to deliver strategic goals.

3. Leadership and Team Management

- Develop, support, and inspire Store Managers to build high-performing, values-led teams, while driving succession planning and resource alignment across the cluster.

4. Customer Focus

- Embed a customer-first culture by using insight, resolving issues, and ensuring exceptional service standards are delivered consistently across all stores.

5. Compliance, Risk and Engagement

- Maintain operational integrity by ensuring compliance, managing risk proactively, and fostering clear communication and recognition across store teams.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit www.eastofengland.coop/careers/our-values