

# 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.
- Proactively manage the branch and redeploy colleagues to ensure service expectations are met (including queues) 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.
- Actively promote causes such as: membership to our Co-op, purchasing local produce and supporting fair trade by engaging fully with in-store campaigns.
- Demonstrate a friendly and helpful attitude towards our members and customers at all times.
- Coach and support training of colleagues to deliver excellent customer service.
- Share any suggestions with the management team regarding how the branch and the service it provides could be improved.

#### Accountability 2: Branch Standards/Performance

- Train and coach colleagues to follow the relevant stock and delivery processes to ensure the maintenance of stock accuracy is implemented across the branch.
- Promote and manage a consistent brand image throughout the branch actively promoting and supporting Our Coop values
- Maintain replenishment, recovery and presentation in line with store manager expectations 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.

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- Encourage in-store engagement and compliance of promotions and campaigns
- Support the Branch Manager in the achievement of the branch's Key Performance Indicators.
- Ensure that the branch is resourced to an optimum level (e.g. to meet operational need whilst remaining mindful of personnel costs).

### Accountability 3: People Management

- Ensure colleagues receive regular feedback regarding their performance.
- Effectively communicate with colleagues so they are fully aware of the branch's priorities, as well as its overall performance and goals.
- Coach and support colleagues with their own development goals.
- Support the welfare of our colleagues working with your line manager or wider business to resolve any concerns accordingly
- Promote a flexible approach to working.
- Participate in and document the management of colleague performance, absence, capability and conduct in agreement with the Branch Manager.
- Ensure effective engagement and onboarding of new colleagues to our Co-op
- Ensure colleagues participate in any requisite training.

### Accountability 4: Compliance

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

### Additional Requirements:

- Participate fully in the branch management rota; this will require flexibility to ensure the branch's trading hours are covered.
- Flexibility to cover other locations and services such as Forecourt, Post Office and Snappy Shopper deliveries where in place (cross-training will be provided).
- Undertake any requisite training to support personal development.

*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.*

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### 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:

- Customer service experience.
- Record of successfully working in a retail food environment (or similar).
- Leadership experience.
- Ability to use technology effectively.
- Awareness of Health & Safety and Food Safety.
- Full clean driving licence.
- 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.*