Job Description

Job title: Shops Team Leader

Responsible to: Senior Team Leader, Deputy Retail Manager, Retail Manager

Department: Retail

Revision date: February 2019

JOB PURPOSE & GENERAL INFORMATION:

The post holder will work closely with the Senior Team Leader to ensure the effective and efficient daily operation of their outlet. They will maintain high standards of customer service and maintain operational efficiency in their outlet and ensure daily tasks are carried out efficiently and in line with company policy.

To work closely with the Senior Team Leader to ensure high quality of merchandising standards, range and presentation are maintained at all times in their outlet.

To ensure compliance with current legislation with regard to licensing and Health and Safety within their outlet.

Main duties and responsibilities:

Staff Management, Development & Support

- To help train and develop all retail staff.
- To train all retail staff in customer care, and all appropriate Health and Safety, COSHH, Licensing and fire regulations.
- Ensure that all retail staff demonstrate and practice excellent standards customer service, merchandising and hygiene standards.
- Develop high performing Team Members for a future Team Leader role.

Standards

- To support and motivate all staff to ensure excellent standards of service in all retail outlets.
- To ensure all hygiene standards are maintained with each of their outlets to acceptable Environmental Health standards.
- To merchandise stock to the high quality standards expected.
- To operate till function efficiently and keep staff up to date with any new systems.
- To keep personal hygiene to a high standard.
- Ensure building security protocols and procedures are followed and in place when opening & closing outlets.
**Business Development and Efficiency**

- To assist the Senior Team Leader to ensure their retail outlet runs at maximum profitability and best customer service.
- To follow good working practices, following Edinburgh University Students’ Association’s cash control procedures which ensure all goods and monies received are properly accounted for, secure and that opportunities for theft are minimized.
- To ensure all retail staff develop a strong understanding of the EPOS systems working with the Senior Team Leader to ensure all procedures are adhered too.
- Work with the Senior Team Leader to help identify and attract new customers whilst maintaining the existing clientele.

**Supporting the Deputy Retail Manager and the organisation**

- To support the Deputy Retail Manager and Retail Manager on any re-fits with retail outlet.
- To assist the Deputy Retail Manager and Retail Manager with merchandising and waste control within their outlet.
- To ensure conditions of our licenses and Health and Safety issues are adhered to at all times.
- Any other appropriate duties as deemed necessary by the Deputy Retail Manager.

**Other:**

- The Students’ Association’s overall vision is that ‘all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected’. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.
- A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities
- A positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners
- To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.
- Adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures
- A commitment to training and development of self and others
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management
## Person Specification

### Shops Team Leader

An enthusiastic, confident and competent Team Leader with demonstrable experience of leading retail teams with excellent levels of sales and service.

A person with very high expectations of themselves and others, with a passion for detail, who takes pride in their work and that of their team, and who has the ability to maintain sales and service at a consistently high standard.

### Essential:

**General:**
- A very positive attitude towards the Students’ Association and a strong desire to work for the organisation and to help to support future developments to reach consistent standards of excellence for the whole organisation.
- A strong commitment to delivering a genuinely world leading student experience for our student members.
- A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.

**Specific:**
- Previous demonstrable experience in a similar role at a similar level.
- Experience and understanding of stock control systems and ability to use and help maintain new systems.
- Experience and understanding of purchase and ordering systems and ability to use and help support new systems.
- Understanding of the principles of EPOS systems and experience of using them.
- Ability to assist in stock takes if required.
- Previous experience of using Paypoint.
- The ability to motivate and enthuse staff about their roles in Edinburgh University Students’ Association.
- Experience of assisting in the delivery of staff training and induction processes.
- Experience of merchandising to high standards and to maximise use of retail space.
- Understanding and experience of cash handling systems/processes and cash management.
- Understanding of how to bank takings and till float preparation.
- Experience of managing staff rotas if required.
- Understanding of assisting in marketing and promotional planning.
- The ability to demonstrate a positive, helpful and welcoming attitude to members and customers.
- Ability to inform best use of retail space and seasonal sales mix.
- Understanding and experience of appraisal systems.
Other:
- The ability to build and maintain good working relationships with fellow staff and managers.
- Experience of generating and implementing ideas generated by staff at all levels.
- Excellent communication and interpersonal skills.
- Strong organisational skills and the ability to prioritise.
- A demonstrable ability to manage difficult and potentially stressful situations with a mature and calm disposition.
- High personal standards of performance and pride in your work and high expectations of your team and organisation.
- Flexibility in terms of hours worked/shift patterns.
- A commitment to and understanding of ongoing staff professional development.
- A willingness to learn new skills as required and undertake appropriate training.
- Smart personal appearance.
- Enthusiasm, imagination and ambition.
- Good sense of humour and an understanding of how to be happy at work.

Desirable:
- Retail marketing experience.
- Personal Alcohol Licence.
- Basic Food Hygiene Certificate.
- Driving license and access to own vehicle.

Shared Values:
Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.
- Students first
- Home from Home
- A place for all
- Power to change

Shared Competencies:
- Communicating effectively
- Customer Focus
- Delivering results
- Initiative & Creativity
- Leading & Developing Teams
- Teamworking

For each of the above competencies, our competency framework describes the specific behaviors you need to demonstrate in this role. Within the competency structure, this is a Level 2 position.