

## Retail Team Leader

### Reporting to: Retail Manager

#### Overview:

This is an ideal role for an exceptional individual looking to develop their leadership skills with an award-winning, people-first employer.

Our team leaders ensure each shift runs smoothly and at maximum efficiency whilst maintaining impeccable standards of customer service.

Our award-winning pioneering food hall located next to Waitrose in Truro, sells entirely local food and drink and makes a big impact on our local economy. We've developed a reputation for selling and serving a huge range of top quality Cornish produce while offering great service and great value. In 2022 we became employee-owned, meaning that the team gets a share in the profits and a say in what the business stands for and how it develops.

#### The role includes:

- Leading the retail team, in collaboration with the department manager, ensuring everyone is following the agreed procedures and that employees are supported.
- Allocating and reviewing responsibilities and adjusting the pace as necessary to ensure optimum levels of customer service and maximum efficiency.
- Opening and closing the department, including setting the day and cashing up.
- Ensuring displays are mouth-wateringly attractive and well stocked.
- Understanding the store's values and the nature of the products and sharing that knowledge with the team, to provide helpful and accurate advice to customers.
- Maintaining dialogue with other department leaders and managers during the shift to ensure the whole store is operating in unison and at maximum efficiency.
- Maintaining adequate supplies and rotation of stock.
- Dealing with complaints professionally, authorising refunds or exchanges to an agreed limit.
- Ensuring equipment is in working order and that members of the team use it correctly.
- Ensuring hygiene and safety standards are adhered to and relevant records maintained.
- Being vigilant and aware of security requirements.

#### Skills and knowledge required for the job:

- A friendly and engaging personality, good communication skills and the ability to work effectively under pressure.
- An interest in food, drink and cooking and an understanding of the store's goals and vision.
- Experience of food handling in a retail or hospitality environment.
- Comfortable and confident engaging with customers.
- Leadership qualities, including initiative, confidence and the ability to both take and give instruction, pass on accurate information, ensure that the required tasks are carried out and find solutions when issues arise.
- The ability to multitask and work as part of a team.
- Articulate and numerate, with an eye for detail and accuracy and an understanding of business.
- The ability to stand for most of the day and to lift and shift stock/equipment, etc.

- Smart appearance.
- Experience in EPOS systems and touch screen till operation.
- Experience in stock control, including placing orders with multiple suppliers, would be an advantage.
- Experience in visual merchandising would be useful.
- Food hygiene/allergy awareness certification would be useful.

### **What the right candidate can expect from the job:**

- The opportunity to be a valuable part of an award-winning Cornish brand.
- The opportunity to work with a friendly and committed team, talented local suppliers and loyal customers.
- A permanent, year-round salaried contract for regular hours.
- The chance to contribute ideas within a nimble, fast-growing enterprise.
- The chance to hone and extend skills and responsibilities to progress a career.
- Regular pay and performance reviews and a supportive management team.

### **Hours and benefits:**

- This is a full time role of 40 hours a week but we will consider applicants looking for a minimum of 32 hours a week. Please make it clear in your application how many hours you are looking for.
- The business is a 7 days a week operation and all positions involve weekend/Bank Holiday work on a rota basis.
- As a rule the hours are rota'd between 7.30am and 6.30pm Monday to Saturday; 8.30am-4.30pm on Sundays. Shifts are usually 8 hours or 10 hours and it is possible in some weeks to complete the hours over 4 days with 3 days off.
- Generous staff discount for all employees.
- Free on-site parking.
- Free uniform.
- Salary £26,000. PROFIT SHARE IS ADDITIONAL.

### **What to do next:**

If you think you have the right skills and qualities and would like to apply, please complete an application form, available from the store or downloadable [here](#).

Return the completed form to: [jobs@greatcornishfood.co.uk](mailto:jobs@greatcornishfood.co.uk) along with an up to date CV of no more than two sides of A4.