

## MAIN OBJECTIVE...

To lead, inspire and motivate the instore teams through leading by example – showcasing excellent customer service in order to coach the floor teams to improve the overall customer experience.

To support the Store Manager with the general day to day running of the store

Having a can do, infectious positive attitude which resonates throughout the team. To harness a culture of ownership.

## KEY PERFORMANCE INDICATORS...

- Sales performance
- Waste percentages
- Providing outstanding customer service.
- Department walks (merchandising, stock levels)

## ACCOUNTABLE FOR....

### LEAD BY EXAMPLE

- To be presentable.
- Arrive for all shifts on time and ready to work.
- Treat the team with respect.
- Create a warm and inviting atmosphere for customers.
- Have a positive 'we can do this' attitude.

### STANDARDS

- Maintain high visual standards to create a sense of pride.
- Supervisor daily/weekly checklists must be completed.
- Ensure efficient ordering, receipt and management of stock, including monthly stock takes.
- Good level of product knowledge with the ability to use that knowledge to assist and advise customers

### YOUR TEAM

- To encourage and motivate the team.
- Coach and train your team, where needed.
- To ensure New Starters are nurtured and cared for.
- Delegate and share tasks with your team.

### SUPPORTING YOUR MANAGER

- To be flexible over 7 days trading. To support the needs of the growing business.
- To be able to open and close the store securely.
- To be able to open and close a till efficiently.
- Maintaining incident reports for theft occurrences.
- Maintaining accident reports for staff incidents.
- To ensure the staffing areas are clean.