

CUSTOMER SERVICE TEAM MANAGER

To take ownership & lead from the front



Main objectives

To develop and deliver a successful store by leading from the front – on the store floor with your colleagues and customers.

To have a can do, infectious positive attitude which resonates throughout the business. To work collaboratively with Store Manager to deliver store results.

Key performance indicators

- Gross Margin (£ & %)
- Payroll (£ & % of sales)
- Waste
- Sales across departments and as a whole
- Stock availability
- Trained, engaged and knowledgeable teams
- Loyalty scheme sign ups and NPS score.
- Compliance

The job involves

- Seeking out customer feedback to create a welcoming, friendly environment by giving helpful, friendly and knowledgeable suggestions and advice.
- Ensure that impeccable service is set as the standard and that prioritizing the customers' needs is ingrained in the store team's behaviour.
- Ensuring accurate stock inventory management including sales data analysis, forecasting and ordering.
- Managing the team to ensure control of stock levels through gaps checks and stock counts to ensure on shelf availability for our customers.
- Creating and improving store routines to maintain high standards of cleanliness, stock replenishment, operational compliance and task completion.
- Execution of company promotional events & displays with marketing packs and maintaining throughout promotional period.
- Training the team to promote our loyalty scheme Bee Better & Net Promoter Score and Surprise & Delight Scheme.
- Store recruitment, training and probation reviews.
- Absence management, performance reviews and HR meetings.
- Maintaining communication channels with regular team huddles and one to ones.
- Accurate cash counting, reconciliation and opening and closing of stores securely.

We expect all Team Managers to be

- Be flexible in meeting the customers' needs i.e. to be cross-trained and cover all departments and other stores when necessary.
- To be flexible over 7 days trading. To support the needs of the growing business
- Ensure your personal appearance and that of the team meets the Better Food standards, including the wearing of a clean apron and name badge
- Lead by example, hold the team members accountable to maintain a common set of standards
- Bring fresh ideas and remove obstacles to drive business success and help meet targets.
- Understand the company purpose, vision and values and demonstrate within the team.
- Spot opportunities to remove barriers and improve the experience for our colleagues and customers.
- Ensure store compliance related to Health & Safety, Food Hygiene, Soil Association Standards and DEFRA.
- Complete allergen training, Level 2 Food Hygiene Training, Fire Warden Training and Barista Coffee Training