

ROLE PROFILE

Retail Group Team Leader

Reporting to:

Shift Leader/Assistant/Managers

Role purpose:

To support, lead and motivate the team. To meet sales profit and compliance targets on a day-to-day basis by focusing on the customer experience, team development and personal growth. Ensure that all areas of your business are adhering to company standards whilst working to consistently raise the bar.

Responsibilities

- Role models the Cove values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness
- Ensuring venues are ready to open
- Cashing up procedures
- Open / Closing procedures
- Securing buildings
- Counting opening floats
- H&S daily checks
- Completing open and closing check sheets
- Ensure all team members are adhering to clean as you go procedures (CAYG)
- Buddy training role plus basic team training
- Suggestive selling techniques
- Basic cellar management
- Taking in deliveries and following stock rotation policies
- Completing return to work forms (RTW)
- Addressing customer complaints
- Ensuring all team are in their respective areas
- Focus on the guest experience
- Organizing shift plans and team huddles
- Sharing daily targets with the team
- Maintenance reporting
- Understanding and communicating with the team company offerings
- Consolidating wastage records
- Break allocation
- Delivering an audit ready business
- Basic understanding of hygiene diaries
- Leading and supporting the team / values champion
- First aid trained (where possible)

<p>Progression in role:</p> <p>Entry</p> <p>Completed all relevant team member training Completed all E-Learning Full understanding of roles in all areas Full understanding of the company values and what they stand for</p>	<p>Training for role</p> <p>Health and Safety Fire Safety Manual Handling GDPR Cash management procedures/Banking Leading and directing team on your shift All relevant daily health and safety/building security checks Cellar management</p>
<p>Expected – 6 months</p> <p>Health and safety checklist will be fully completed daily without supervision Full understanding of the cellar management will be achieved Leading and directing the team daily unassisted and unsupervised To be able to train and develop/corrective coach team</p>	<p>Diversity and Inclusion Cove Leader 1 and 2 leadership course First aid trained Service excellence training Handling confrontation in service training course</p>
<p>Advancing</p> <p>To be involved and have knowledge of the recruitment and on-boarding of new team members Actively involved in performance management of team members and knowledge of the procedures Driven in career progression and self-development</p>	<p>Personal alcohol licence Cove leader Cellar management Gov Quality recognised course/brewery course</p>
<p>Excellence</p> <p>Assisting shift leaders and taking on extra responsibilities enabling leadership to operate more efficiently Coaches team members and documents progress</p>	<p>Payroll training Financial reporting Coaching and mentoring</p>
<p>Key Measures</p> <p><i>Here. List two or three KPIs that apply to the role that can be used to formulate objectives that are SMART examples may be:</i></p> <p>Team NPS Team retention Sales results Team member development Accurate cash management and banking</p>	

