

ROLE PROFILE

Retail Shift Leader	
Reporting to:	Assistant/Manager
Role purpose:	
<p>To support, lead and motivate the team and team leaders. To meet sales, profit and compliance targets on a day-to-day basis. Run shifts and work unsupervised. Ensure that all areas of your business are adhering to company standards whilst working to consistently raise the bar.</p>	
Responsibilities	
<p>Role models the Cove values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness</p> <ul style="list-style-type: none">Cashing up proceduresOpen / Closing proceduresSecuring buildingsFloats / Safe checksPayroll controlUnderstanding weekly budgeting and sharing targets with the teamEnd of day reportingH&S / daily checks / back of house systemsEnsuring all team follow clean as you go (CAYG)Ordering and stock control (all formats)Managing and delivering team trainingRotas and weekly schedulesLeading and supporting the team / values championsUnderstanding and coaching upselling techniquesCellar management (including line cleaning)Delivery management and stock rotation proceduresRecruitment and new starter proceduresConducting performance reviewsHost pre-shift huddles / EOS de-briefsMaintenance reporting and follow upsDelivering an audit ready businessUnderstanding GDPR policiesAddressing escalated complaintsUnderstanding Food Hygiene diariesWorking with team and vales championsCompleting Return to work forms (RTW)First aid trained	

<p>Progression in role:</p> <p>Entry</p> <p>Completed all relevant team leader training Full understanding of operation and roles in all areas Full understanding of all company values and what they stand for</p>	<p>Training for role</p> <p>Health and Safety Fire Safety Manual Handling GDPR B.O.H Administration tasks, ordering, stocks, basic financial reporting, health and safety</p>
<p>Expected – 6 months</p> <p>To be confident and be able to complete all B.O.H administration tasks, use all computer systems and apply relevant processes used to complete these tasks. To actively take responsibility in completing these tasks daily to a high standard of accuracy Actively involved in managing team performance and action any relevant measures agreed. To be completing accurate rotas to reflect the needs of the business Confidently recruit and induct new team</p>	<p>Diversity and Inclusion Cove development courses in financial, business acumen listed in Cove academy learning portfolio Advanced financial reporting and planning. Payroll system training Ordering systems training</p>
<p>Advancing</p> <p>To demonstrate the ability to manage the full business operation unsupervised To have full understanding of all back of house systems and their functions Understanding of venue P&L's and auctioning processes to maintain the bottom line.</p>	<p>Advanced leadership courses, cove development Learning other areas of the retail operation.</p>
<p>Excellence</p> <p>Assisting managers in taking on extra responsibility enabling leadership to operate more efficiently Showing willingness to work in other areas and support of their venues within the retail group.</p>	<p>Delivery of training days/refresher courses for new and existing team</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 Owner and Holidaymaker NPS Team retention, development and performance Sales results and financial growth Stock control (measured by regular stocktakes)</p>	