

ROLE DESCRIPTION

Team Leader

Reports to: Shop Leadership teams

Indirect reports: Partners

Key Customers: Waitrose customers, Partners

Critical purpose: The role of the Team Leader is to support shop Leadership teams to deliver operational excellence and best in class service, by engaging, motivating and leading Partners to deliver daily operational requirements.

A Team Leader should:

- Prioritise the needs of the customer at all times, focusing on and delivering best in class service through achieving branch standards and great Partner interactions.
 - At all times ensure that Partners are following branch procedures and operating in a safe and legal manner.
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Main responsibilities & tasks

Whilst fulfilling the role, the Team Leader is responsible for:

- Ensuring customers are at the centre of all operational decisions, through role modelling a customer first approach
- Motivate and support Partners to achieve excellent standards of display, availability and cleanliness.
- Support Partners to undertake the required due diligence and comply with Branch Operating Procedures at all times. Guiding their decision making and face into difficult conversations when required
- Encourage Partners to improve their knowledge of our brand and products and share with customers where appropriate.
- Ensure Partners feel well supported during their shift and they understand what is required of them.
- Help Partners to develop their knowledge of systems and procedures. Support Partners in their use of Workday and related features
- Support the leadership team in communication with Partners to ensure maximum engagement and understanding of current branch objectives and performance.
- Demonstrate a positive influence towards the democratic vitality within their branch, engage with Partners and actively support branch forum reps.
- Support the leadership team with the implementation of change to enhance updates and improvements across all areas of the branch operations.
- Maximise productivity in any task you oversee, ensuring the team are achieving or surpassing expected productivity measures where they exist.

- Be proactive in helping to drive the commercial performance of the branch, offering ideas for continuous improvements to the operation through a lean, simple, fast lens.
- Understand your role and be an advocate for great stock management, cash control and legal processes as every individual has a responsibility for our commercial success.
- Complete tasks in multiple areas to support and role model team flexibility, delivering excellent productivity and service standards.

Measures of success

To contribute and support Local leadership teams in the delivery of :

- Customer satisfaction measures
- Key commercial targets
- Safe and legal trading metrics
- Partner satisfaction measures
- Democratic Vitality
- Partner Development

Key capabilities

- Customer & Performance Focus
- Empowered Partner
- Unlocking Potential
- Communicating and Influencing
- Planning and delivering Excellence
- Agility and Resilience