

# United Kingdom Jobs Expertini®

## Team Leader

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Company: The Midcounties Co-operative

Location: Leighton Buzzard

Category: other-general

About the role: Working as a Team Leader in Your Co-op, you'll be responsible for providing support to managers in coaching, guiding, and coordinating the work of the team to complete their tasks. You'll also drive them to increase sales, secure customer loyalty and attain store targets. Some of your key responsibilities would be:

- to champion excellent customer service
- to motivate and support the team by leading from the front
- to delegate the tasks fairly
- to understand how the store is performing against financial targets
- to have a good understanding of the products we sell and be able to offer guidance to customers sharing knowledge of local products and promotions
- to take ownership to ensure that customer complaints are dealt with professionally
- to be actively involved with community projects and supporting local community groups

You can find more details about Team Leader responsibilities in the attached Job Description document. Your shift pattern may include some evenings and weekends, but we value your time outside of work and we'll make sure your rota is available 4 weeks in advance – giving you peace of mind to be able to make the most of your days off. We'll review your application as soon as possible and if it matches with this role requirement, one of our friendly recruitment team will get in touch to chat and find out more about you. The next step of the process is to attend a face-to-face interview with a Store Manager where you can show us what you're made of and you may even get an offer the same day!

Who are we looking for? You will need:

- To be customer focused and deliver excellent store experiences
- A natural ability to listen, interact and communicate with customers and team members
- Enthusiasm and resilience to support your colleagues during demanding times
- Flexibility to work a range of shifts, ranging from daytimes to evenings and weekends

- Confidence and a friendly, approachable nature
- Some previous supervisory experience (desirable)

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