

Branch Manager

Job Description

East of
England
COOP

The purpose of your role in Our Co-op

As the Branch Manager you will be accountable for the consistent delivery of exemplary service, standards and compliance in your store. You will be measured on your ability to achieve KPIs, which include budgeted targets for sales, margins and costs. Our colleagues are at the forefront of everything we do, as an inspirational leader, you will guide your team so that they can reach their full potential. Working for our co-op means working collaboratively with our food stores, post offices, and forecourts, to ensure seamless operations and excellent customer service.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

Our Food Store team, which includes forecourts and post offices, is at the heart of our co-op. As an independent retailer, our food retail business plays a vital role in delivering profit, by ensuring we provide high-quality products and exceptional service. Our team is dedicated, dynamic, and passionate about creating a positive shopping experience and fostering a sense of community in our stores. We focus on sustainability, local sourcing, and customer satisfaction. Our Food Store team uphold our values which enables success. Joining this team means being part of a community where innovation is encouraged, and every member is valued for their contribution to our shared goal.

Things you need to know

The job holder for this role will be expected to work five days over seven in branch. As a requirement, you will be required to work at least 8 Sundays, 30 evening shifts and some Bank Holidays each year.

Flexibility to cover over branches as required, is a fundamental requirement of the role.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused
- Leadership
- Interpersonal skills
- Data interpretation
- Project management
- Critical thinking
- Budgeting/financial awareness

Your reporting lines

Location

Branch

Department

Food Stores

Reports to

Regional Lead



Branch Manager

Job Description



Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

What you will be working on at Our Co-op

1. Customer Service

- We foster a customer-centric culture, ensuring that high service standards are maintained and feedback is promptly addressed. Encouraging membership engagement and creating positive shopping experiences are central to our approach, helping to build a loyal customer base and a welcoming community atmosphere.

2. Operational and Financial Management

- Leading the day-to-day activities in alignment with our priorities, we closely monitor financial performance and manage stock efficiently to minimise wastage and maximise profitability. Identifying opportunities, supporting promotions, and actively engaging with the community are key aspects of our operational and financial management strategy.

3. People Management

- We cultivate a supportive culture that prioritises colleague well-being, ensuring clear communication of priorities and goals while providing regular feedback. Leading recruitment efforts, supporting colleague development, and managing performance are integral to maintaining a motivated and effective team.

4. Compliance

- Awareness of responsibilities in compliance and safety is paramount, as we uphold high standards of cleanliness, hygiene, and safety within the branch. Adherence to statutory processes, including age-related sales, is meticulously overseen. Acting as the Designated Premises Supervisor for the branch, with APLH training provided, ensures we meet all regulatory requirements.

5. Additional Requirements

- Flexibility to cover other sites when required is essential, as is the commitment to act as the principal First Aider in-branch, with full training provided. Ensuring a qualified First Aider is available on all shifts is a priority. Additionally, a full commitment to personal development programmes is expected to ensure continuous improvement and growth within the role.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Our Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit www.eastofengland.coop/careers/our-values