

Team Manager

Job Description

East of
England
COOP

The purpose of your role in Our Co-op

As a Team Manager you will play a key role in the daily management of your branch. Supporting your Branch Manager. You will be responsible for the compliance and standards of your branch and colleagues, ensuring our members and customers are provided with excellent service at all times. 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 post holder should be experienced in the retail environment, adept at fostering positive relationships with customers and colleagues through excellent interpersonal skills. Be able to demonstrate leadership abilities, motivating teams to deliver exceptional service standards while confidently making decisions within defined parameters.

You will be required to flexible in your approach to working and supporting other branches when necessary.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused
- Leadership
- Interpersonal skills
- Data interpretation

Your reporting lines

Location

Branch

Department

Food Stores

Reports to

Branch Manager



Team 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 Excellence

- Contribute positively to customer experience by setting high standards through own performance, developing and encouraging colleagues to be friendly and helpful with customers. Monitor the branch (including queues) and redeploy colleagues as necessary. Manage complaints and compliments promptly and effectively, ensuring colleagues are updated accordingly. Engage with customers to ascertain their feedback on their shopping experience with us. Encourage customers to become members, engaging fully with membership campaigns in-store.

2. Branch Management

- Coordinate day-to-day branch activities, ensuring stock accuracy, promoting brand consistency, and optimising stock levels. Implement price changes, conduct audits, and recommend improvements. Support promotions, manage deliveries, and maintain organised back areas.

3. People Management

- Provide regular feedback, communicate priorities, and support colleagues' development goals. Manage performance, absence, and conduct in line with the Branch Manager. Assist with new colleague induction and training facilitation.

4. Compliance

- Maintain high standards of cleanliness, hygiene, and compliance with statutory and organisational processes. Oversee age-related sales compliance, report safety incidents, and strive for high audit scores, rectifying any issues promptly.

5. Additional Requirements

- To participate fully in the branch management rota; this will require flexibility to ensure the branch's trading hours are covered. Flexibility to cover other sites, as required. To act at the qualified First Aider on shift (full training will be provided).

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