

**Role Purpose:** Supporting the Store Manager in the delivery of great customer service making sure your store is a great place to buy and a great place to work. This is a very important role in the Toolstation store. You will deputise for and have operational responsibility of the day to day running of the store in the absence of the Store Manager, ensuring that customer service and store standards are kept to the highest level at all times.

<b>Function / Business Unit:</b> Retail	<b>Location:</b> Store
<b>Reporting Line:</b> Retail Manager	<b>Team Management:</b> Deputation in absence of Store Manager
<b>Key Accountabilities / Responsibilities:</b> <ul style="list-style-type: none"> <li>Supporting, motivating and engaging the store team, creating a great place to work where everyday engagement is key</li> <li>Encouraging a positive mind-set and building a culture of feedback, praise and recognition</li> <li>Giving and receiving regular feedback, creating a fun working environment and making sure the store is a great place to work</li> <li>Engaging the team at all levels to create an environment where appropriate staff development takes place. Championing internal development programmes to support future business growth and succession</li> <li>Supporting the Store Manager in achieving and exceeding targets and ensuring that the store is successful and profitable, with a key focus on incremental sales growth</li> <li>Supporting the Store Manager in ensuring that the proper resource is planned in at all times to efficiently manage the business and its growth</li> <li>Working collaboratively across the area to share innovative ideas and best practice to improve footfall, sales and reduce controllable costs</li> <li>Managing the performance of the team in the absence of the Store Manager, through regular appraisals, training and development</li> <li>Helping drive operational efficiency to deliver top line results and profitability for store through management of store KPI's and analysis of P+L to reduce controllable costs</li> <li>Maintaining consistency and compliance of all operating procedures in store, including health &amp; safety, security and stock integrity</li> <li>Coaching and developing the team to grow sales, ensuring appropriate training takes place regularly</li> <li>Ensuring warehouse standards are adhered to at all times in line with E15 procedures</li> <li>Genuinely focusing on what is right for our customers, ensuring they are at the heart of everything you do</li> </ul>	<ul style="list-style-type: none"> <li>Proactively increasing customer service standards in store by championing the customer proposition, quickly and efficiently resolving escalated customer queries and understanding competitor activity locally</li> <li>Ensuring that you and the team demonstrate high levels of professionalism in the way you look and act at all times Helping ensure that all company procedures are followed in line with our various agreed standards of operation</li> <li>Making sure you and the team demonstrate high levels of professionalism in the way you look and act at all times</li> <li>Making sure the store is clean and clutter free for the store team and customers</li> <li>Maintaining a high level of personal and team Health &amp; Safety awareness and making sure you and the team work to branch security procedures at all times</li> <li>Supporting the Store Manager in ensuring accurate actioning of all stock activities and till transactions, delivering great results within agreed time scales across the team</li> <li>Ensuring you and team are dressed in full Toolstation uniform and PPE at all times</li> <li>This is a key holding position which may require out of hours attendance to store</li> </ul> <p><b>Required Skills &amp; Experience:</b></p> <ul style="list-style-type: none"> <li>Prior experience of retail supervision/management, including key holder responsibilities, financial transaction management, recruitment and driving store standards</li> <li>Proven experience of leading a high standard of customer service in a retail environment</li> <li>Previous experience of supporting a team to work confidently when dealing with customers</li> <li>Prior experience of delivering great results within agreed timescales and supporting a team to do the same</li> </ul>

- Prior experience coaching a team to adapt style depending on the customer and engages at the appropriate level
- Willing to accept change and additional responsibility to support the store operation
- Trustworthy and reliable, committed to delivering the Toolstation service proposition
- Confident in using IT systems, to include; email and generic office application

#### **Behaviours:**

**Customer Focus** - Proactively seeks customer feedback and ensures the customer remains at the heart of the team. Helps develop the team to deliver an environment which makes the store a great place to buy

**Communicating** - Communicates clearly, articulately and with conviction when speaking with an individual or with the team. Is able to generate a high level of commitment from the team

**Keeping Calm** - Remains calm under pressure and works in a level-headed manner in challenging situations. Responds maturely to uncertainty and complexity within their role and has the ability to bring a sense of calm to the team

**Leading** - Manages, supports, coaches and develops the team to deliver the required standards of the store. Gives clear feedback and guidance to develop the team

**Making Decisions** - Considers all the information available and confidently makes informed commercial decisions and considers the impact they have on the business

**Adapting** - Changes behavioral style or method of approach when necessary to achieve a goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and willingness to learn new ways of to accomplish work activities and objectives

**Building Relationships** - Listens actively to the content of what people are saying and responds appropriately. Is able to identify key working relationships and help promote the effective development of those relationships

**Planning & Organising** - Effectively plans and organises workload and team using available resources to deliver the required standards within the required timescales

**Commercial Awareness** - Keeps up to date with competitor activity and wider market trends and

demonstrates a strong understanding of the Toolstation strategy

**Developing Others** - Takes on personal responsibility for the development others, coaches and provides opportunities for growth

