

**Role Purpose:** Supporting the store team in the delivery of great customer service, making sure your store is a great place to buy. This is a highly important role in the Toolstation store. Working closely with other team members to provide great product availability, high store standards and of course superb customer service. A keyholder role, you may be required to provide short term supervisory cover ideally for a maximum of 3 hours.

**Function / Business Unit:** Retail

**Location:** Store

**Reporting Line:** Retail Manager

**Key Accountabilities / Responsibilities:**

- Delivering great customer service in line with Toolstation expectations, acting as the friendly face of our store and providing a service with a smile – no matter how busy you are
- Taking great pride in meeting the needs of our customers, ensuring Toolstation is a great place to buy
- Making a difference when you are customer facing, and in the warehouse, stocking shelves and putting orders together to help our customers get all they need for their job
- Committed to delivering the Toolstation aims of providing great product availability, high store standards and a fun working environment, making Toolstation a great place to work
- Making sure you demonstrate high levels of professionalism in the way you look and act at all times
- Making sure the store is clean and clutter free for the store team and customers
- Maintaining a high level of personal and team Health & Safety awareness and making sure you work to branch security procedures at all times
- Accurately actioning all stock activities and till transactions, delivering great results within agreed time scales
- Provide short term supervisory cover as and when requested by the Retail Manager, ideally for a maximum of 3 hours
- This is a keyholder position which may require out of hours attendance to store
- Ensuring you are dressed in full Toolstation uniform and PPE at all times

**Required Skills & Experience:**

- Experience of retail, sales, cash handling or stock management would be beneficial however is not a must have
- A positive attitude and a natural communicator who always puts the customer first
- Enthusiastic, polite, willing to learn

- Loves team work and understands that it is the route for success. Happy to always get stuck in.
- Enjoys interacting with customers putting them heart of everything you do
- Trustworthy, reliable and flexible with excellent time keeping, hardworking and fun to be around

**Behaviours:**

**Working Together** - Understands the importance of team working. Looks for ways in which to support and help others, making sure Toolstation is a great place to work

**Customer focus** - Recognises and responds to the needs and concerns of the customer. Is committed to delivering a high quality of service and making Toolstation a great place to buy

**Communicating** - Communicates warmly and effectively, ensuring that messages are clearly understood. Adapts the message and style help others understand

**Taking Responsibility** - Focuses on results and desired outcomes and how best to achieve them. Proactively takes ownership for completing tasks and instills a sense of responsibility

**Keeping Calm** - Remains calm under pressure and is at ease when working in challenging situations. Responds maturely to uncertainty and complexity within their role

**Making Decisions** - Doesn't wait to be told to fix the obvious issues and just gets the job done