



Supermarket Assistant - Waitrose (Core) Partnership Level 10

Reports to

Assistant Team Manager

As a Partner in a unique business, you will share in the responsibilities of ownership as well as its rewards. Partners in the business deliver this through the following commitments:

- **Taking responsibility for our business success**
We take responsibility to deliver the right experience for all customers and generate profits for us all to share
- **Building relationships powered by our principles**
We build relationships based on honesty, respect and encouragement. We expect these behaviours of each other and demonstrate them at all times
- **Creating real influence over our working lives**
We take opportunities to develop ourselves, balance work and life priorities and offer personal support

Job Purpose

To deliver the best possible service and availability through excellent customer interaction and processes; demonstrating flexibility to meet the needs of the customer and the business.

Customer Experience

Deliver outstanding customer service, ensuring that the customer is at the centre of all that you do
Strive to achieve excellent standards of display, availability and cleanliness
Take personal responsibility to achieve the required due diligence, complying with Branch Operating Procedures at all times
Continually develop your knowledge of our brand, products and omni-channel services and share with customers as appropriate

Partner Experience

Take responsibility for our business success by keeping your training up to date, having live performance objectives agreed with your line manager and adhering to the Partnership handbook
Ensure your knowledge of systems and procedures is up to date, using all available resources, including the Partner intranet, branch communication displays and Partnerlink Quick Train
Understand the role of democracy within the Partnership, ensuring you share your opinions with your Partner Voice Representative

Commercial

Maximise productivity in any task you undertake, achieving or surpassing expected productivity measures where they exist
Be proactive in helping to drive the commercial performance of the shop, offering ideas for continuous improvements to the operation
Understand your role in our stock management, cash control and legal processes
Complete tasks as directed by the Floor Manager to support the branch operation, delivering excellent productivity and service standards

Mandatory

N/A

Desired

N/A