



Team Leader - Waitrose (Core)

Partnership Level 10

Reports to

Assistant Team Manager

Indirect Reports

Branch Partners (L10)

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

Organise Partners to best support the Floor and Duty Manager, prioritising the needs of the customer at all times.
Ensure Partners are operating in a safe and legal manner.

In addition to the role of a supermarket assistant:

Customer Experience

Ensure customers are at the centre of all operational decisions, through role modelling outstanding customer service

Ensure Partners achieve excellent standards of display, availability and cleanliness

Ensure Partners undertake the required due diligence and comply with Branch Operating Procedures at all times.
Bring to the attention of management any areas of concern

Encourage Partners to improve their knowledge of our brand, our products and the wider business and to share it with customers where appropriate

Partner Experience

Ensure Partners feel well supported during their shift and understand what is required of them

Help Partners to develop their knowledge of systems and procedures. Support Partners in their use of Partnerlink Self Service

Support the management team in communication with Partners to ensure maximum engagement and understanding of current branch objectives and performance

Promote democracy within the shop. Highlight the role of the Partner Voice Representative to all Partners and encourage them to share their opinions

Assist with One Branch Rota planning and L10 timecards as appropriate and directed by the management team

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 as every individual has responsibility for our commercial success

Complete tasks in multiple areas to support team flexibility, delivering excellent productivity and service standards

Mandatory

N/A

Desired

Keyholder
Floor Manager

