

## JUNIOR TEAM LEADER EXPECTATIONS

You will be required to achieve and deliver on the Junior Team Leader Expectations and demonstrate the following skills and behaviours.

### COMMERCIAL FLAIR

- Is able to drive standards in store on a daily basis through floor and duty management
- Ensure there is availability of stock for our customers
- Uses reports to effectively identify risks and opportunities
- Aware of what the competition are doing and give feedback and relevant suggestions to the management team

### FUTURE FOCUS

- Plan aspects of the week ahead that are relevant to your position such as stock – take, promotions, staff deployment, daily planners and delivery intake.
- Embrace the development of multichannel sales and understand the commercial impact it has on the business
- Plan contingency time

### DRIVING RESULTS

- Recognise importance of service and its impact on other KPI's, sees importance of service to the impact on KPI's
- Engage customers and respond to feedback quickly
- Support and deliver any business initiatives and incentives to deliver the targets set.
- Awareness of KPI performance and where you sit in region

### DEVELOPING THE BEST

- Support with the recruitment of new teams members
- Actively listen to the team to gain individual and community feedback
- Show passion and commitment towards your own development and inspire the team to do the same
- Give feedback to the team, celebrating success and being constructive and supportive where improvement is needed.
- Able to adapt your approach to fit the needs of the individuals.
- Take an active part in the team briefs, ensuring the team are set up for success

### RESILIENCE

- Proactive about your own development and seek support from your manger to help you get there
- Able to respond to feedback in a positive and professional way and support team members to do the same.
- Ability to deal with difficult customers in the correct way.
- Demonstrate an ability to react to changing situations and deliver at pace.

### KEY SKILLS

- Thinks & acts commercially
- Ability to deliver results through a team
- Ability to build credible working relationships with both Team and Managers
- Able to communicate in a confident and effective manner
- Able to work under pressure
- Ability to work on own initiative and be proactive
- Is able to manage difficult situations and adapt management style to different situations and individuals
- Listens effectively

### KEY BEHAVIOURS

- Commitment, drive and self-motivation
- Positive Role Model
- Good communicator

# OUTFIT