



Essential Information – what you need to know

You'll Report To:

- Team Leader/Store Manager.

Your Benefits

- 30 days annual leave (full time equivalent), including bank holidays.
- Discretionary colleague bonus twice yearly.
- Pension contribution of up to 12% of salary.
- Colleague discount across our family of businesses.
- Employees' Association membership for a small monthly contribution.

Your Relationships

- Your line manager, your team leaders and other store colleagues.
- Your colleagues within the wider organisation which include Community, Membership, Human Resources, Health & Safety, etc.
- Your customers at all levels and partners from our local community groups.

What you'll bring to us:

- Previous experience in a retail or similar environment would be helpful, however this isn't essential as full training will be given.
- Good literacy and numeracy skills.
- Excellent interpersonal skills and a professional demeanour.
- A pro-active, enthusiastic and confident nature.
- A positive approach to teamwork.
- A driving license isn't essential, but to show a willingness to help stores in the local area when support is needed.

Together we are...



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Your Purpose – I will contribute to my team and the Society’s ongoing success in this role by...



Providing and supporting
valued services

- Always providing a friendly, knowledgeable and efficient service to all our customers and colleagues.
- Taking ownership of keeping up to date with any relevant communication and understand where this can be found.
- Being prepared to develop skills in all areas of the store operation, which will include (but isn't limited to);
 - o Checkout operations.
 - o Stock control, including ordering and stock counts.
 - o Replenishment, stock rotation and plan implementation.
 - o Where applicable, hot food, coffee shop and petrol forecourt operations.



Helping to grow the
local economy

- Actively contribute to the success of my team, through an understanding of store procedures, customer satisfaction scores and trading results.
- Demonstrating a thorough understanding of our membership, member benefits alongside other Society activities.
- Getting involved in community activities and fundraising events.
- Sharing ideas and good practice with my team to help increase sales.



Caring for our
health and wellbeing

- Demonstrating high standards of personal appearance, hygiene and conduct as a member of the customer service team.
- Showing an understanding of health and safety in the workplace and reporting where issues are identified.
- Remaining fully aware of store security and the security of others.
- Offering support and working cohesively as a team at all times.



Looking after
our local environment

- Working closely with my team to ensure excellent store operating standards are achieved daily.
- Demonstrating good working practices to my colleagues by offering support and guidance to assist with their development.
- Being open to taking on any other reasonable duties that may be needed in the role.



Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Being aware of my strengths and where I need to develop.
- Taking pride in my work and celebrating success.

I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.