

Role Purpose: Supporting the Store Manager in the delivery of great customer service making sure your store is a great place to buy and a great place to work. This is a very important role in the Toolstation store. Supervising for and having operational responsibility of the day to day running of the store in the absence of the Store Manager and Assistant Store Manager, ensuring that customer service and store standards are kept to the highest level at all times.

Function / Business Unit: Retail	Location: Store
Reporting Line: Retail Manager	Team Management: Supervisory in absence of Store Manager and Assistant Store Manager
<p>Key Accountabilities / Responsibilities:</p> <ul style="list-style-type: none"> - Supporting the Store Manager in achieving and exceeding targets and ensuring that the store is successful and profitable, with a key focus on incremental sales growth - Supporting, motivating and engaging the store team, creating a great place to work where everyday engagement is key - Encouraging a positive mind-set and building a culture of feedback, praise and recognition - Engaging a team at all levels to create an environment where appropriate staff development takes place - Maintaining consistency and compliance of all operating procedures in store, including health & safety, security and stock integrity - Coaching and developing team to grow sales, ensuring appropriate training takes place regularly - Ensuring warehouse standards are adhered to at all times in line with E15 procedures - Genuinely focusing on what is right for our customers, ensuring they are at the heart of everything you do - Proactively increasing customer service standards in store by championing the customer proposition, quickly and efficiently resolving escalated customer queries and understanding competitor activity locally - Ensuring you demonstrate high levels of professionalism in the way you look and act at all times - Helping ensure that all company procedures are followed in line with our various agreed standards of operation - Ensuring you and the team are dressed in full Toolstation uniform and PPE at all times - Maintaining a high level of team and personal Health & Safety awareness and making sure you work to branch procedures at all times - Making sure the store is clean and clutter free for the store team and customers 	<ul style="list-style-type: none"> - This is a key holding position which may require out of hours attendance to store <p>Required Skills & Experience:</p> <ul style="list-style-type: none"> - Experience working in a supervisory or team leader role - Experience in a retail environment would be beneficial however is not a must have - Willing to accept additional responsibility to support the store operation - Prior experience working in an ever-changing environment - Proven experience of working confidently when dealing with customers - Prior experience of delivering great results within agreed time scales - Ability to adapt style depending on the customer and engages at the appropriate level - Trustworthy and reliable, committed to delivering the Toolstation service proposition <p>Behaviours:</p> <p>Working Together - Understands the importance of working collaboratively across the team and knows how to support the team in getting the job done, making sure Toolstation is a great place to work</p> <p>Customer Focus - Recognises and responds to the needs of the customer and supports the team and Store Manager to deliver an environment where high quality customer service is at the heart of everything they do, ensuring Toolstation is a great place to buy</p> <p>Communicating - Communicates clearly, articulately and with conviction when speaking with an individual or with the team. Adapts content and style to their audience</p> <p>Taking Responsibility - Focuses on results and desired outcomes and how best to achieve them. Proactively takes ownership for completing tasks. Doesn't wait to be told to fix the obvious issues and just gets the job done. Helps create an environment</p>

where the team is encouraged to achieve results and exceed goals

Keeping Calm - Remains calm under pressure and works in a level-headed manner in challenging situations. Responds maturely to uncertainty and complexity within their role

Supervising - Provides excellent supervision through motivating and developing others to achieve high performance. Conveys a clear sense of organisational goals and values to others

Making Decisions - Considers all the information available, identifies options and makes timely, well-reasoned decisions

Adapting - Adapts quickly and accepts new ways of working. Deals well with change and uncertainty and is able to adapt their behavioral style or method of approach when necessary to achieve a goal

Building Relationships - Listens actively to the content of what people are saying and responds appropriately. Is aware of own natural style, values individuality and works out how best to apply it. Develops a network of contacts and builds trust

Planning & Organising - Knows how to plan and organise own time to complete tasks. Can adapt in light of unexpected situations. Sets clear and realistic objectives and goals