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| **Job Description** |

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| **Post:** | Team Leader (Subway/SU Shop) |
| **Hours**: | Up to 20 hours per week |
| **Salary:** | £8.31 per hour plus 12.07% Holiday Pay (As of 01.04.19) |
| **Responsible to:** | Supervisor, Assistant Manager and Retail Manager |
| **Responsible for:** | Team Members |

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| **Post Holder** | New Vacancy | **JD reviewed** | February 2019 |

**Purpose:**

To provide daily supervision of the Team Members and daily operations within the Shop/Subway and to support the Management team in the successful attainment of high standards of service in line with those of the Union as a whole; you will assist in leading, developing and motivating the team.

**Main Duties and Responsibilities:**

**The Team Leader is expected to carry out the following duties**:

* To provide excellent customer service and ensure all employees follow their example
* Continually coach and encourage staff to meet exceptional levels of customer service.
* To provide on the job training for new retail Team Members.
* Food preparation; Prepare vegetables; pan, retard and bake bread; prepare meat setups, and ensure front counter is well stocked with fresh produce
* To ensure that cleaning duties are completed and that hygiene standards are met within the Outlets.
* Ensure that all operations are completed to SU and Subway Standards.
* To ensure that the delivery of the service complies with Health and Safety and Environmental Health requirements by effectively utilising departmental systems.
* Ensure Retail outlets are well presented and supervise the merchandising of stock.
* To adhere to and support EHSU’s ethical and environmental policies and procedures
* Any other duties that are commensurate with the position.

**Stock and Financial Control**

* Provide supervision and assist in the timely and accurate completion of tasks in relation to the following;
  + - to follow all Till and Cashing up procedures and ensure all staff are following these correctly.
    - display stock levels should be monitored throughout your shift and replenished as required.
    - recording any wastage

**Assist in the training of Team Members**

* Assist in induction days as required
* Monitor new staff and allocate “shadows” for their first few shifts
* Report back to the managers any areas where refresher training may be needed
* Help coach and bring staff through.
* Brief staff at the beginning of the night and debrief at the end

**Health and Safety**

* Ensure high standards of health and safety are maintained at all times
* Complete required cleaning tasks in accordance with the daily and weekly tasks sheet, ensuring the work has been completed to a high standard.
* Ensure the storage areas are kept in a clean, tidy and safe condition.
* Ensure any faults or problems with equipment are reported.
* Work in a way that minimises risks to the health and safety and security of self and others.
* Ensure all cleaning products and any other substance that could cause a health risk is used according to the data sheet contained within the C.O.S.H.H folder.
* To have a full understanding of the fire evacuation procedures for the Students’ Union.

**Legislation & Company Policy**

* To understand and actively support all company policies relevant to your role

**Personal Development**

* Ensure personal mandatory training is up to date
* Review own work against the requirements for the role and identify any development areas with the Retail Management Team.
* Identify with the Retail Management Team additional development areas which will provide support to the team
* **Other**
* Complies with all regulatory and the Union policies and procedures relevant to the performance of own role.
* Identifies problems as they arise, resolving them where possible and appropriate, and reporting them as necessary

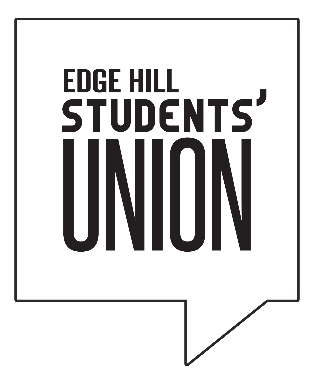
**Key Relationships; Internal & External**

The Team Leader is responsible to the Retail Management team. They are expected to contribute to overall standards defined for the Union’s Retail outlets whilst developing and maintaining effective inter-team working relationships. Externally, they may have contact with suppliers, students and University staff.

**General**

Full training will be given on all aspects of the job.

Position requires frequent bending, prolonged standing, and walking. Must have the ability to lift 5KG frequently and up to 16KG occasionally.



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| **Person Specification** |

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| **Team Leader (Retail)** | | |
| **Criteria** | **Essential** | **Desirable** |
| **Education** | 1. Good general education, typically to the Higher/A level equivalent |  |
| **Experience** | 1. Leading team members in a busy restaurant/food outlet. 2. Demonstrable experience of delivering excellent customer service | 1. Previous experience working in a Subway outlet 2. Food Preparation |
| **Knowledge** | 1. Knowledge of current Health & Safety regulations 2. Cashing up and stock taking / control procedures 3. Knowledge of Food Safety standards | 1. Food Safety Level 2 Or Equivalent |
| **Skills** | 1. Good communication skills 2. Ability to work within a team and supervise a team 3. Ability to work under pressure 4. Excellent customer care skills 5. Able to deal calmly and confidently with a diverse range of customers. 6. Good time management and ability to prioritise effectively 7. Able to delegate effectively | 1. Able to work unsupervised. |
| **Personal Qualities** | 1. High standards of honesty and integrity 2. Hard working and reliable, with a strong work ethic 3. Flexible/adaptable and calm under pressure 4. Open and receptive to new information, lots of common sense 5. Outgoing personality, able to build rapport with others quickly |  |
| **Availability** | 1. Able to work evenings and weekends when required |  |